



## Dealing with complaints

On a daily basis, Energia provides gas and electricity to thousands of customers. We are happy to help you with any queries that you may have on our service.

The best place to find out about our service is to read the frequently asked questions on our website as this provides answers to the most common queries and is updated regularly. If your query is more complex or you require further explanation you can contact our customer care department on 9068 5900.

Our customer care agents are highly trained professionals and are happy to help.

## Excellent customer service is at the heart of everything we do at Energia and we promise to:

- Make it easy for you to contact us.
- Sort out your query as soon as possible.
- Deal fairly and effectively with your complaint.
- Do everything we can to reach a satisfactory outcome.
- Learn from your complaint so that we can improve our service moving forward.

## How and where do I submit a query to customer care?

Energia welcomes correspondence through the following channels:

- **Phone:** 9068 5900
- **E-mail:** [customer.service@energia.ie](mailto:customer.service@energia.ie)
- **Fax:** 9068 5902
- **Write:** Energia House, 62 Newforge Lane, Belfast, BT9 5NF.

## How soon can I expect a response?

When you contact us with a complaint the customer service agent will endeavour to resolve your issue immediately. If your complaint is more complex we aim to investigate and resolve your complaint within 10 working days. You will be provided with a contact name and their telephone number/e-mail address so that you have a single point of contact within Energia.

Certain types of complaints may take more time to investigate than others. For certain types of complaints we need to deal with 3rd parties such as ESB networks, therefore the timeliness of the resolution may be outside of our control. However, we will tell you about the action we propose to take and keep you informed of progress.

# Energia Customer Complaints Charter

## Handing your query

In the vast majority of cases queries are resolved immediately and you are assured that we will handle your query in confidence and your details will remain private at all times.

Some queries will need further investigation and the customer services agent may not be able to give you an immediate answer. In these circumstances, we will pass your query to the relevant area expert within Energia who will investigate and provide you with a resolution for your complaint.

If you are still unhappy with this response you can request that the Customer Services Managers investigate and reviews the resolution.

If at the end of our complaints escalation process you believe your query is not resolved to your satisfaction, you may write to:

**The Consumer Council,  
Elizabeth House,  
116 Hollywood Road,  
Belfast  
BT4 1NY**

For a copy of our Customer Charter, please e-mail [customer.service@energja.ie](mailto:customer.service@energja.ie) or log onto our website.