

**citizens
advice**

Independent Ombudsman Service

The Energy Ombudsman provides a free, independent service between customers and their electricity distribution companies.

If you are not happy with the way in which your complaint has been handled, you may choose to refer your complaint to the Ombudsman.

The Ombudsman will review your case when your complaint remains open for eight weeks or more or we are unable to agree a final outcome with you. This is known as deadlock.

You can contact the Energy Ombudsman direct.

Write to them:

Ombudsman Services: Energy
PO Box 966
Warrington
WA4 9DF

Telephone: **0330 440 1624**

Website:

www.ombudsman-services.org/sectors/energy

You can also contact Citizens Advice for help.

You can find your nearest office at

www.citizensadvice.org.uk

Stay connected...



If you are unhappy with any of our services please get in touch. There are a number of ways to do this...



www.enwl.co.uk/contact



electricitycustomerrelations@enwl.co.uk



0800 195 4141 or 105



Customer Relations
Electricity North West
304 Bridgewater Place
Birchwood Park
Warrington
WA3 6XG

Electricity North West is regulated by Ofgem. As part of our regulatory requirements, we are required to provide details of any customer complaints to Ofgem for auditing purposes. Your details will only be shared with Ofgem for this purpose and will not be shared with any other organisation.

Electricity North West Limited, 304 Bridgewater Place,
Birchwood Park, Warrington. WA3 6XG
Registered in England and Wales. Registered Number: 2366949

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**electricity
north west**
Bringing energy to your door



Our complaints procedure

If you are unhappy with any part of our service please get in touch



We're Electricity North West and we own, operate and maintain the North West's electricity network.



It's our job to deliver a safe, reliable supply of electricity to your home.

You don't pay your electricity and gas bill direct to us, this goes to your energy supplier. If you need to make a complaint about your energy bill, please contact them using the details on your bill.



We are committed to providing excellent customer service and our colleagues receive regular customer service training to ensure you receive the best possible service from us.

If we have got something wrong we are really sorry, and hope that you will let us put things right for you straight away. We can usually help you if you talk to us direct about what's wrong.

We will always do our best to resolve your complaint as quickly as possible and keep you informed of the progress at all times.



Making a complaint



If you are unhappy with any part of our services please get in touch.

There are lots of ways you can contact us:



Telephone

Most things can be sorted out over the phone, but if we can't resolve your complaint we will investigate further and provide you with updates along the way.



In writing

You can write to us, email us or use our online form www.enwl.co.uk/contact



Social media

Get in touch on Twitter and Facebook



Face to face

We can meet you in person either at our offices or we can make arrangements to visit you when it's convenient. This can be done at any stage of the complaint handling process.

We will always do our best to resolve your complaint as quickly as possible and keep you fully updated at all times.

To help us to resolve your complaint quickly, please send us your full contact details including a telephone number. Please provide details of any costs and damages that are part of your complaint when you contact us.

Our complaints procedure

STEP 1

Our customer relations team

We will log your complaint, assign a case owner and give you a case reference number within 24 hours.

Your case owner will investigate your complaint and either resolve your case or refer it to an independent case manager within 10 working days.

STEP 2

Our customer managers

If you are not satisfied with our resolution, you can ask for your complaint to be referred to an independent case manager who will carry out their own investigation following your feedback.

We will let you know our decision once the investigation is complete or refer your case to a customer champion manager within 20 working days of the date you first made your complaint.

STEP 3

Our customer champions

If you are still unhappy with our actions and you have followed steps one and two, one of our customer champion managers will review your case so we can be sure we have taken every possible step to resolve your complaint.

Our response will include an apology, an explanation regarding the appropriate remedial action and awarded compensation in appropriate circumstances.