

OUR CUSTOMER PROMISE 2011



Here at Green Energy UK we aim to give you the best possible standards of customer service. Our goal is not simply to have satisfied customers; we want delighted ones!

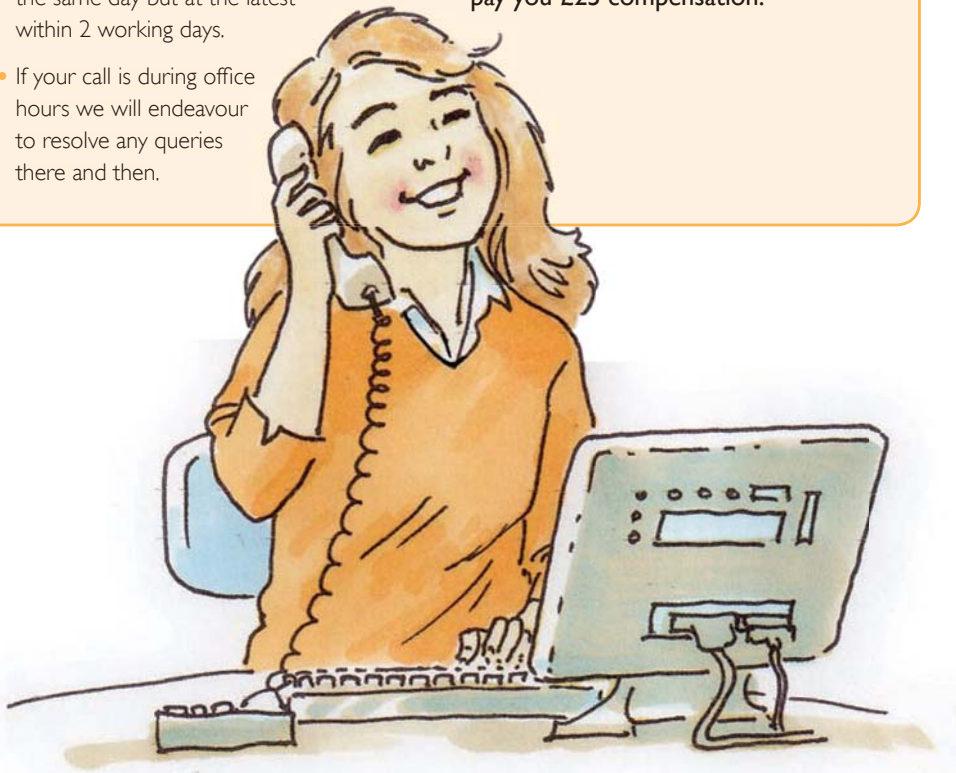
We think you deserve great service not just from us but also from the electricity distributors who form part of the energy network. We have therefore set out the minimum standards you can expect from us both in our Customer Promise.

At Green Energy UK, our aim is to always exceed these targets but in the rare event that we don't, we - or the electricity distributors - will pay you compensation as detailed on the following pages.

WHEN YOU CALL US

- We aim to answer all calls as quickly as possible and our records show that we answer 98% of phone calls within 30 seconds during office hours (08:30 – 17:30 Monday – Friday). Even outside office hours calls to Green Energy UK will be answered by a real person.
- We don't have push button menus to get you through to the right department. We keep our business simple so the person answering the phone should be able to help and if not they will introduce you to a specialist member of the team who can.
- If you call out of office hours one of our members of staff will usually call you back the same day but at the latest within 2 working days.
- If your call is during office hours we will endeavour to resolve any queries there and then.
- If we can't resolve your query over the phone, rest assured, we will investigate further and contact you with an answer or solution. This will usually be the same day, but even if we require further information, we aim to resolve the query within three working days.
- If you believe your account is in credit we will ask you for an up to date meter reading and conduct a review of your account. If we owe you a refund we will credit your bank account within 10 working days.

If you feel that we have failed to deliver on any of the above we will pay you £25 compensation.



METER QUERIES

- We will send out our own meter readers to try and obtain a reading from your meter at least twice a year.
- Just in case they cannot gain access to your meter we will take every step we can to obtain the meter reading from you. We are as keen as you that your account is kept up to date so you only pay for the electricity you use.
- For customers on e-billing we will send you an email every 3 months asking for a meter reading as a reminder.
- For those still on paper billing we will enclose a meter reading card with your bill.
- If you supply us a meter reading we will reflect that reading in your next bill. This reading will correct any over or under estimation.
- If you have a query regarding your meter we will attempt to resolve it over the phone. If we have to look into the issue further we will respond to you within 2 working days.
- If you would like an appointment booked for an engineer to investigate any aspect of your metering system we will book this for you within 2 working days.
- If you would like a brand new meter installed we will arrange a convenient time for this to happen with you. For a single phase meter this will be within 7 working days. If you require a three phase meter this will be within 12 working days.*

- For other metering jobs we will arrange an engineer to visit within 12 working days.* *
- You will receive written confirmation of your appointment, date and time slot at least 2 days before the appointment.
- If you would like any data relating to your account we will email this to you within 2 working days.

We understand how frustrating it is when you have to wait in all day for an engineer to arrive and have no idea when they might turn up:

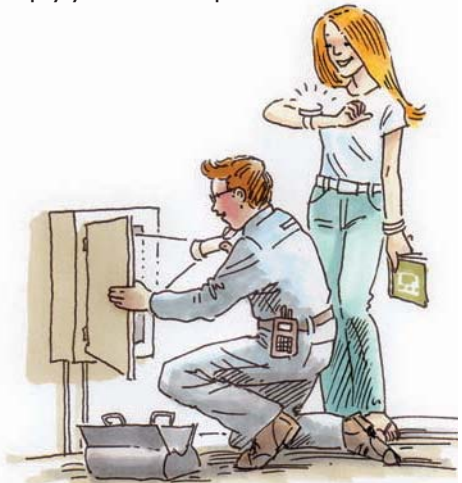
- We can therefore offer you an all day, morning, afternoon or even a 2hr***appointment for any metering work.

* A charge will be put on to your account for this job.

** Certain jobs will have an associated meter charge.

*** 2hr appointment will be charged.

If you feel that we have failed to deliver on any of the above we will pay you £25 compensation.



MAKING A COMPLAINT

We always strive to deliver the best possible customer care, but if you have any concerns relating to our service, our web site or the way we handle your account then please let us know so we can do our best to put the matter right.

In the first instance you can call us on 0800 783 8851 or email customerservices@greenenergyuk.com

We will look into the matter and get back to you within 5 working days. If after our response you are not satisfied with the outcome, or the way you have been treated, then please write to:

The Directors
Green Energy (UK) plc
Black Swan House
23 Baldock Street
Ware
SG12 9DH

If you feel that we have not been able to keep our promises in relation to the way we deal with you and would like to claim compensation please email help@greenenergyuk.com requesting your refund.

ASSISTING OUR CUSTOMERS

We appreciate that there may be times when some of our customers find it difficult to keep on top of their energy bills.

In response we have drawn up a three stage process to help customers who might be struggling.

- Energy Saving Advice
- Energy Efficiency Grants
- Payment Options

I. Energy Saving Advice

The Green Energy UK staff have undergone extensive training from the Energy Saving Trust so that we can now offer free, impartial advice on energy saving and reducing energy waste.

We are full of ideas to help you cut your bills while cutting your carbon emissions at the same time.

It is essential that your home stays at a temperature between 18 – 21°C, therefore our advice generally centres around the insulation of your home. We can direct you toward the relevant schemes to help you have a warm comfortable home while using the least amount of energy possible.

What a bright idea!

We explain all the options open to you and enable you to make informed decisions on how you would like to heat and power your home. We can also offer advice on cutting costs and emissions at your place of work.



If you would like to have a chat give us a call for free on 0800 783 8851. Or for more information please visit:
www.greenenergyuk.com/SavingEnergy.aspx

2. Energy Efficiency Grants

We know how it can be, a million things to do and something always gets forgotten!

Let us do the research for you!

If you are in receipt of state benefits, have a child aged under 16 living in your property or you are aged over 60 you may be entitled to an energy efficiency grant.

We have the knowledge of all schemes such as the Warm Front in England, the Energy Assistance Package in Scotland and the Home Energy Efficiency Scheme in Wales.

There are also Green Energy UK specific schemes that you may be entitled to such as special rates for our customers with disabilities.

We have a policy team working on everything from the Green Deal to Smart grids, so if you have any queries regarding schemes either nationwide or specific to us then send us an email, help@greenenergyuk.com, or call us on 0800 783 8851.

3. Payment Options

We appreciate that there may be times when some people will have difficulties keeping on top of their fuel bills.

Our first piece of advice would be...

Talk to us!

Once we are aware of the problem we can help you towards a resolution. We ask all our customers to pay by direct debit, this is because it helps everyone to budget for fuel bills. We can offer a direct debit for either a fixed or a variable amount in order to suit different budgeting types. We can offer different payment dates to suit you.

We will provide you with an annual statement at the end of the year. This makes it clear exactly what you have been billed, what tariff you are on and our predictions for your next 12 months of electricity bills.

We also offer an online customer area where you can keep track of all your bills and payments.



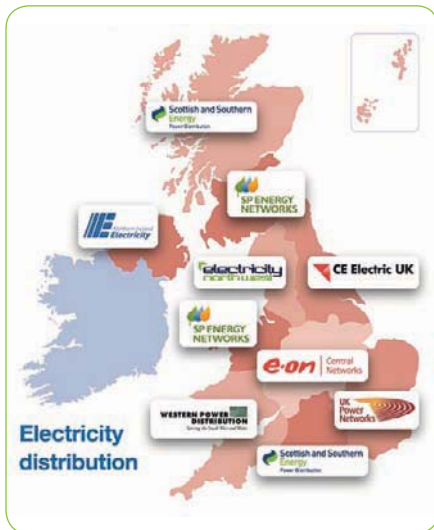
DISTRIBUTION COMPANIES

There are some aspects of your electricity supply that are controlled by our distribution partners. This is to ensure continuity of supply through the National Grid. We are responsible for procuring, metering and billing your electricity. However if for example a tree falls onto power lines disrupting your service then your regional distribution company will be the one's responsible for fixing it. The distribution companies have Guaranteed Standards of Service you should expect.

We have outlined these below.

The language might be different from the Green Energy UK Customer Promise because we have included verbatims from the Electricity Guaranteed Standards of Service so there is no misunderstanding about what you are entitled to.

We have also included a map detailing which company serves which region and a list of useful contact numbers.



SUPPLY PROBLEMS

Restoring supply during normal weather

- Your local distribution company will restore a fault within 18 hours of being told about it. If they don't, you can claim by telling them within 3 months of the date the supply was restored. For incidents affecting 5,000 premises or more, they'll restore it within 24 hours of first becoming aware of the problem. If they fail and you make a valid claim within 3 months of the date the supply is restored, they'll arrange for you to receive £54 if you are a domestic consumer or £109 if you are a business consumer. You'll also receive a further payment of £27 for each additional 12 hour period that you are off supply up to a maximum of £216.

Restoring supply during extreme weather

- During severe weather it may take longer to restore your supply. You might be entitled to compensation if your supply isn't restored in 24 to 48 hours, depending on the number of faults and how many customers are affected. You can claim by contacting your local distributor within 3 months. If it's valid, they'll pay £27 for a domestic or business customer and a further £27 for every additional 12 hours you don't have electricity, up to £216.

Main Fuse

- If your main fuse fails and cuts off your electricity supply your distribution company will call to rectify the problem. The engineer will arrive within 3 hours when notified between 7am – 7pm on a weekday. On a weekend or

public holiday they should arrive within 4 hours when notified between 9am – 5pm. If they do not manage to keep to this they will pay you £22.

Supply Interruptions

- If your local distribution company needs to interrupt your supply, they'll give you at least 2 days' notice. If they don't, you can claim by contacting them within a month. They'll pay £22 for domestic customers and £44 for business customers.



Rota Disconnections

- On rare occasions there may be supply shortages in your area and your electricity supply may need to be interrupted on a rota basis to share the available power. Your local distributor will aim to minimise the amount of time your supply is affected in such cases. They'll ensure a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If they fail and you make a valid claim within 3 months of the date the supply is restored, they'll arrange for you to receive £54 if you are a domestic consumer or £108 if you're a business consumer.

Voltage Queries

- If you tell your local distribution company about a problem with your voltage, they'll either give you a written explanation within 5 working days or offer to come and investigate within 7 working days. If they don't, they'll pay you £22.

EMERGENCY NUMBERS

	Emergency/Loss	Covering Region	General Enquiries	
10	UK Power Networks	0800 783 8838	East Anglia	0800 0284587
11	Central Networks (East)	0800 056 8090	East Midlands	0800 096 3080
12	UK Power Networks	0800 0280 247	London	0800 0284587
13	Scottish Power Distribution-(Manweb)	0845 272 2424	Merseyside, Cheshire & N Wales	0845 273 4444
14	Central Networks (West)	0800 328 1111	West Midlands	08457 35 36 37
15	CE Electric (NEDL)	0800 668 877	North East England	0845 070 7172
16	Electricity North West	0800 195 4141	North West England	0871 687 0501
17	Scottish & Southern Power Distribution (Scottish Hydro)	0800 300 999	North Scotland	0800 048 3515
18	Scottish Power Distribution	0845 272 7999	Central & Southern Scotland	0845 273 4444
19	UK Power Networks	0800 783 8866	South East England	0800 0284587
20	Scottish & Southern Power Distribution	0800 072 7282	South England	0800 048 3516
21	Western Power (South Wales)	0800 052 0400	South & West Wales	0845 601 3341
22	Western Power (South West)	0800 365 900	South West England	0845 601 2989
23	CE Electric (YEDL)	0800 375 675	Yorkshire	0845 602 4454

Multiple supply interruptions

- If your supply is interrupted for more than 3 hours on 4 or more separate occasions during a 12 month period from 1 April, you can claim £54. You must claim within 3 months of the end of the 12 month period. In order for your claim to be verified you'll need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made can't be included in your claim.

REPAYMENTS

- In cases where a payment is automatically due to you, we, or your local distribution

company, will send it to you within 10 working days, except in the case of 'Supply Restoration during Severe Weather', when we, or your local distributor, will issue payment as soon as is reasonably practicable. If that doesn't happen, you'll get another £22.

MAKING AND KEEPING APPOINTMENTS

- When they need to, your local distribution company will make and keep timed appointments. They'll offer to come in the morning, afternoon or within a 2 hour time slot. If they don't, they'll pay you £22.



Green Energy (UK) plc, Black Swan House, 23 Baldock Street, Ware. SG12 9DH



Printed using an environmentally friendly waterless printing process and vegetable oil based inks on recycled paper by Seacourt.