

## About Ombudsman Services: Energy



We're approved by Ofgem, the UK gas and electricity regulator, to deal with consumer complaints about gas and electricity providers. We also deal with complaints about the Green Deal.

We are entirely independent, so we don't take sides and we make our decisions based on the facts available to us.

### Who can use our service?

We can help resolve the complaints of an energy provider's domestic and micro business consumers. A micro business consumer is defined as company that has:

- An annual consumption of electricity no more than 100,000 kWh, or gas consumption no more than 293,000 kWh. **Or**
- Has an annual turnover or annual balance sheet that does not exceed €2 million, **and** fewer than 10 employees (or their full-time equivalent)

### When can we become involved?

Before contacting us, you need to give the provider a reasonable opportunity to resolve the complaint. A company will usually give information on its website about how to complain or will provide consumers with a written copy of its complaints procedure.

We may be able to help you with your complaint if your complaint is eight weeks old and still unresolved. We may be able to help before this if you receive your provider's full and final response.

### What can Ombudsman Services handle?

The types of complaints we can deal with are about:

- Gas and electricity bills.
- Problems that arise because of switching energy supplier.
- The way an energy product or service has been sold, including door step sales.
- The supply of energy to a home.
- Micro generation and Feed-in-Tariffs.
- Problems relating to the provision of services under the Green Deal.
- Complaints against energy networks, relating to problems with the supply of gas and electricity to an address, or new installations.

### What can't Ombudsman Services deal with?

We can't deal with complaints about:

- Decisions made by providers about whether to provide a product or service.
- Liquid propane gas (LPG).



Do not send correspondence or raise a complaint via the registered address below. Please visit [www.Ombudsman-Services.org](http://www.Ombudsman-Services.org)

# 48,737

That's how many complaints we **resolved** about energy providers in 2017.

\*Source: Ombudsman Services management information. January 2017 – December 2017.

## Complaint outcomes

Our role is to help resolve the complaint appropriately for you and the provider. We're not here to punish energy.

Some things we can require a provider to give to you:

- An apology.
- An explanation of what went wrong.
- Practical action to put the issue right.
- A financial award.
- We may also make recommendations to the provider so that it can avoid similar problems happening again.

If you accept our decision, it becomes final and the provider has 28 days to put any remedies in place. If you reject the decision, you lose the right to the remedies, but you're free to take the complaint elsewhere, such as the courts.

## Contact us

The quickest and most accessible way to raise a complaint is by visiting our website

[www.Ombudsman-Services.org/complain-now](http://www.Ombudsman-Services.org/complain-now)

You can also contact us by telephone:

0330 440 1624\*

\*03 numbers, introduced by Ofcom, are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same as, or less than, calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package.

These rules apply to calls from any type of line including mobile, fixed line or payphone.

## Phone lines open

Monday to Friday – 8am until 8pm.

Saturday – 9am until 1 pm.

Closed Sundays and Bank Holidays.



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## What is the Green Deal?

The Green Deal helps you make energy-saving improvements to your home and find the best way to pay for them.

The improvements that could save you the most energy depend on your home, but typical examples include:

- Insulation, such as solid wall, cavity wall or loft insulation.
- Heating.
- Draught-proofing.
- Double glazing.
- Renewable energy generation, such as solar panels or heat pumps.

You can find out more about the Green Deal at [gov.uk](http://gov.uk).

## Ombudsman Services and the Green Deal

Ombudsman Services has been appointed as an ombudsman and investigation service for the Green Deal. Our job is to help resolve complaints about Green Deal providers, if they're unable or unwilling to help if something goes wrong with a Green Deal plan.

Green Deal providers must be authorised by the [Green Deal Oversight and Registration Body](#) and they're required to be part of our scheme. You can see a list of companies that are part of our scheme on our website.

## Complaints we can deal with

We have the power to look at complaints that aren't resolved to the satisfaction of the

consumer within eight weeks, or if the consumer has been unable to register a complaint with the Green Deal provider.

We also deal with complaints where the seller or landlord of a house fails to disclose key information about a Green Deal plan, which they should do by giving the new bill payer a copy of an Energy Performance Certificate. Acknowledgement should be made on the contract if sale for a buyer, or by signing an acknowledgement form for a tenant. We can accept complaints that have happened within a period of six years.

## Green Deal complaints we can't deal with

There are some complaints that we cannot deal with such as:

- Customer credit act-related complaints which should be handled by the Financial Ombudsman Service.
- Complaints that would be better handled by the energy regulator, the Office of Gas and Electricity Markets (Ofgem).
- Complaints that would be better handled by enforcement or advocacy bodies such as Trading Standards or Citizens Advice.
- Complaints where the Green Deal provider has gone into liquidation. Consumer will need to contact the Secretary of State via the Department for Business, Energy and Industrial Strategy.



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