



## Customer charter:

We aim to provide a great customer service at all times and keep our promises



When you become a customer it's important you have all the information you need to help you settle into your new home.

← We will send you a **welcome pack** with all you need to know about your heating system and the services Switch2 Energy provide to you.

## If you have any problems at all - we're here to help

We have a local rate telephone service available for you. The number is **0333 321 2010** and we're open **8am to 6pm Monday to Friday**. When the main office is closed you can still contact us on the same number if you have an urgent problem and require an engineers' help.

## How to get in touch with us

Call us on: **0333 321 2010** Email us at: [info@switch2.co.uk](mailto:info@switch2.co.uk) Or write to us at: **Switch2 Energy Limited, The Waterfront, Salts Mill Road, Shipley, BD17 7EZ**

We aim to answer 80% of our calls within 20 seconds - **that's just 6 rings**

You can also contact us on:



Twitter **@Switch2Support**



Facebook **@Switch2**

## ▲ If we need to visit your home we will respect your home, be professional and helpful

- We will agree a convenient appointment with you
- We will always carry Identity Badges so you know it's safe to let us into your home
- We will fix 95% of faults during our first visit and if we can't we'll agree what we need to do to fix it and keep you informed
- We will be clean and tidy and remove any old parts or packaging from your home
- We will explain what we've done and offer any additional help or support

## ▲ If you need extra support we will ensure you have it

For customers with a disability or a special need, we will be as flexible as possible and have a range of services

- We have a register so we can understand what care we need to take to help you
- We can arrange for a family member, friend or carer to be our main point of contact for anything you may need from us

## ▲ If we send you a bill we will be clear, concise and accurate

- We will offer different ways to receive your bill by paper, email, or online account
- We will be happy to answer any questions you have about your bill, just call us on **0333 321 2010**
- We offer a wide range of payment options to suit all customer needs
- Our resident portal [my.switch2.co.uk](https://my.switch2.co.uk) enables you make payments, view previous bills and account details

## ▲ If you are unhappy with any aspect of our service we want to know as we value any feedback and act on it

- We aim to resolve any complaint on the same day, just call us on **0333 321 2010**
- If you email or write to us we will acknowledge your complaint in 24 hours
- If we can't resolve the problem immediately we will respond in full within 10 days

## ▲ If you are on pay-as-you-go we offer a wide range of top-up options to suit you

- Our resident portal [my.switch2.co.uk](https://my.switch2.co.uk) enables you to top-up, view previous payment history and account details
- We will send you an annual statement showing your energy usage and total payments made



my.switch2 portal