

# About Ombudsman Services: Energy

We resolve consumer complaints about energy (gas and electricity) companies and their customers. We also deal with complaints about the Green Deal.

We are approved by Ofgem, the UK gas and electricity regulator, to provide redress under the terms of the Consumers, Estate Agents and Redress Act, 2007.

We are entirely independent. This means that we do not take sides and we make our decisions based on the facts available to us.

Our service is free to use for consumers.

## **Who can use our service?**

If you are a domestic or small business customer of an energy company you have the right to use our service.

A domestic customer is a person who has energy provided to a home.

A small business customer is one with:

- an annual consumption of electricity of not more than 100,000 kWh, or gas of not more than 293,000 kWh; or
- fewer than ten employees (or their full time equivalent), and an annual turnover or annual balance sheet total not exceeding €2million.

## **When can we become involved?**

Before contacting us you must give the energy company a reasonable opportunity to resolve your complaint. The company will usually give information on its website about how to complain or will provide you with a written copy of its complaints procedure.

If you receive the energy company's final response to a complaint and you remain unhappy, or eight weeks pass and the complaint is unresolved, we may be able to help. If the company you are complaining about is SSE, then you only have to wait six weeks before you can contact us.

## What can we handle?

The types of complaints that we can deal with include:

- problems with energy bills;
- problems resulting from an energy company's sales activity;
- problems resulting from switching gas or electricity supplier;
- physical problems relating to the supply of energy to a home or small business, such as power cuts and connections;
- micro generation and feed-in tariffs (FITs);  
and
- problems relating to the provision of services under the Green Deal.

## Putting things right

Our role is to resolve the complaint appropriately for you. We are not here to punish firms or companies when things go wrong. Our decisions are binding on the firm or company and enforceable in court.

We can require:

- An apology
- An explanation of what went wrong
- A practical action to correct the problem
- A financial award up to £10,000

We may also make recommendations to the company so that it can avoid similar problems happening again.

If you accept our decision it becomes final and the company has 28 days to put the remedy in place.

If you reject our decision you lose the right to the resolution we have offered, but you retain your

right to take your complaint elsewhere, such as the courts.

## Contact us

You can contact us by visiting our website ([www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)) and completing an online complaint form or general enquiry form.

You can also call us Monday to Friday between 9am and 5pm, or you can email us, fax us, textphone or write to us.

## Our contact details:

Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

Phone: 0330 440 1624

Fax: 0330 440 1625

Textphone: 0330 440 1600

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