

Our electricity  
complaints  
procedure



# Our complaints procedure

**We operate and maintain the electricity distribution network in the North West on behalf of the network owner, Electricity North West Limited. We look after the safe delivery of electricity to 2.3 million household and business customers. We aim to provide the highest level of service at all times.**

However, there may be times when things go wrong and you need to complain to us. When you do make a complaint, we aim to deal with your concerns efficiently and fairly, and to put things right as quickly as possible. We will also use your comments to improve our services to you in the future. This booklet tells you how to make a complaint about the electricity services we provide, and how we will deal with your complaint.




## **Who can make a complaint?**

You can complain to us if you are dissatisfied with any aspect of the service.

You don't necessarily have to be one of our customers to make a complaint. You can be anyone who is getting, or trying to get, a service from us, or anyone acting on behalf of a customer (such as a relative, friend, carer or advice agency).

## **How to complain**

We are happy to accept complaints by telephone, letter, web, or in person – whichever is the most convenient for you. Contact telephone numbers and addresses to help you do this are provided at the back of this booklet.



We aim to  
reply within  
10 working  
days

### **Telephone complaints**

Making a complaint via the telephone is normally the quickest way of resolving any problems. We aim to deal with telephone complaints there and then. If we can't do this we will call you back within one working day.

### **Personal visits**

If you call at one of our offices you should be able to talk to someone who will listen to your complaint and, wherever possible, sort it out for you. Please bear in mind that it is not always possible to do this at the time of your visit unless you have made an appointment. If they are unable to sort this out for you immediately they will explain what else needs to be done and arrange for someone to contact you with a response within 10 working days of your visit. We will record details of all the complaints we receive from people who visit our offices.

### **Anonymous complaints**

Complaints which are made anonymously will be considered carefully and action taken where required.

### **Written and web complaints**

We make sure that someone is responsible for replying to each written and email complaint that we receive. They will be responsible for the quality of the reply and for making sure the reply is sent promptly and that it meets any special requirements you may have, for example, Braille.

We aim to reply to letters and email contacts of complaint within 10 working days of receiving them. Our reply will include the name, address and telephone number of the person who is dealing with your complaint so that you can contact them direct if you need further information.

## Complaints procedure: A step-by-step guide

The following guide shows the steps you can take from making an initial complaint to escalating your complaint if you are not satisfied with our response to you.

### **Making a complaint (Step 1)**

If you are unhappy with any aspect of the service you receive from us, please let us know. We will look into your complaint and respond to you. Contact details are provided in the back of this booklet.

### **A fresh look (Step 2)**

If you are dissatisfied with our response to your complaint please let us know. We will review your complaint, this will be done independently from the reply we gave you (refer to previous section 'Making a complaint') and by a more senior member of staff. Following this review we will contact you with our findings.

## The Energy Ombudsman



If you have followed United Utilities published complaints procedure and you remain unhappy with the way we have handled your complaint, you may wish to contact the Energy Ombudsman, a free, independent service set up to sort out disagreements between electricity companies and their customers. The Energy Ombudsman will accept your complaint if after eight weeks of complaining we haven't resolved your complaint, or if we have written to you to say that we will no longer be handling your complaint and that the complaint is in 'deadlock'.

Write to: **Energy Ombudsman**

PO Box 966, Warrington, WA4 9DF

Telephone: **0845 055 0760**

Email: **[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)**

Website: **[www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)**



## Legal action

There may be cases where you consider taking legal action against us. You may decide to contact a solicitor about this.

## Recording your complaint

We keep a record of all the complaints that we receive, regardless of the way the complaint is made. Each letter of complaint that we receive is recorded on our computer system.

## Confidentiality

We will treat all personal information you provide us with, as confidential. All information will be treated in line with the Data Protection Act 1998. We will only give information to someone else if we have your permission to do so. We will only give information over the telephone if the caller can prove their identity, for example by providing a valid customer account or property reference number.

## Putting things right

First, we will analyse the cause of your complaint to try to make sure that it does not happen again.

If we have made a mistake we will apologise and tell you what we did wrong. Our aim is to put things right as soon as we can. If you have alleged a specific loss or damage due to our mistake we will usually need full details and receipts.

## Special cases

If you make a complaint about one of our employees, we will look in to it.

If the complaint is about alleged financial irregularity, our Group Audit Manager will investigate. We will pass complaints about alleged criminal activity to our Group Security Manager and then, if appropriate, the police.

## Training

We have a continuous programme of employee training in all areas of customer service and in particular how to deal with customer complaints. This is to make sure that customers receive a consistent, polite and efficient service.

## Getting in touch

### Your electricity supply

Call us on **0871 687 0501** or textphone **0800 458 9767** at any time if you wish to report a loss of supply, or if you are concerned about the safety of our equipment

If you wish to make a complaint about our electricity supply service please call us on **0845 050 0036** Mon-Fri 9am-5pm (excluding Bank Holidays) or write to us at: **United Utilities, Electricity Customer Relations, PO Box 453, Warrington WA55 1SE**

Or on-line at [unitedutilities.com](http://unitedutilities.com)

### Your new electricity connection

Call us on **0871 687 0501** Mon-Thursday 8.00am-5.00pm Friday 8.00am-4.30pm (excluding Bank Holidays) if you wish to apply for an electricity connection on a new development.

If you wish to make a complaint about our new electricity connection service please call us on **0871 687 0501** Mon-Fri 8.30am-4.30pm (excluding Bank Holidays) or write to us at: **United Utilities, Statutory Connections, PO Box 426, Oakland House, Talbot Road, Manchester, M16 0HQ**

Or on-line at [unitedutilities.com](http://unitedutilities.com)

### Your electricity bill or electricity meter readings

United Utilities does not bill customers for energy use (either electricity or gas). To make a complaint about your bill or the charges you are being asked to pay, please contact your energy supplier whose details can be found on your energy bill.

[unitedutilities.com](http://unitedutilities.com)

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