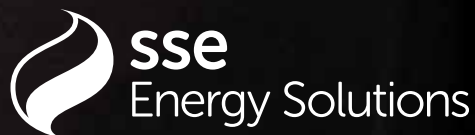


# Treating Customers Fairly

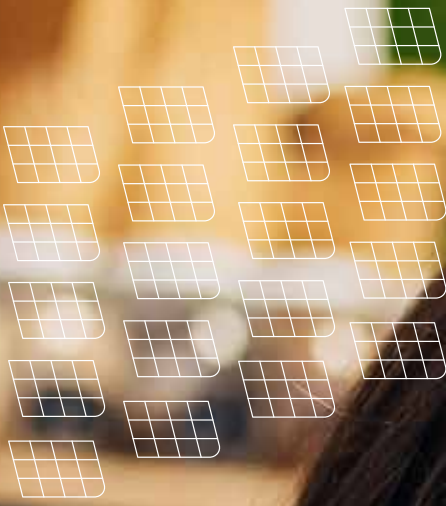


SSE\_ES\_TreatingCustomersFairly\_V1



For a better  
world of energy

sse Proud to make a difference



# Our promise to treat you fairly

At SSE Energy Solutions, we're committed to giving excellent service and treating customers fairly.

We take pride in being a retailer of energy to businesses in the UK. We never forget that you have a choice of energy supplier and we appreciate the fact that you've chosen us. As your energy provider we have a responsibility to make sure you're at the heart of everything we do, and to meet the 'Standards of Conduct' introduced by the industry regulator, Ofgem.



As a company, we seek to always act in a responsible way, aiming to deliver fairness to our customers and the wider communities in which we operate. In 2014, we took the important step of becoming the first FTSE100 Company to achieve the Fair Tax Mark. The Fair Tax Mark gives assurance to customers that their energy company pays the right amount of tax, in the right place and at the right time.



SSE was the first energy company to be an accredited Living Wage Employer. While this was an important step in ensuring fair wages for employees, the real Living Wage brings about benefits for customers too. When employees are treated fairly, they stay with us longer and give a better service to customers. In 2019, SSE was one of four organisations to back Living Hours. These steps also make a difference in our supply chain.

Energy is an essential service and as an energy company we understand the importance of delivering a fair service. Customers, no matter who they are, where they come from or what their circumstances are, can be sure they will be treated fairly by us. We strive to continually improve and develop our products and services in a way that specifically seeks to treat customers fairly, and we welcome feedback from customers on how we can do more.



# Our standards of conduct

Our decisions and actions are based on our commitment to treating you fairly. To help achieve this, we promise to meet the following standards:



**1**

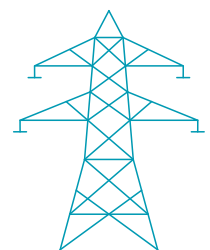
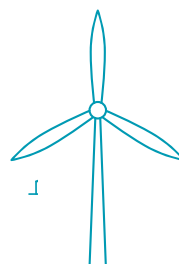
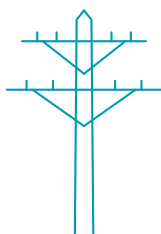
We will behave and carry out all activity in a fair, honest and professional way.



**2**

The information that we give you, whether verbally or in writing, will be:

- Complete, accurate and truthful
- In clear and plain language
- Related to products or services that are appropriate for you
- Fairly presented, with the most important information clearly highlighted





**3**

We will act promptly and courteously to help you. If something goes wrong, or a mistake is made, we'll work with you to put things right quickly; minimising disruption to your business.



**5**

We will make it easy for you to contact us.

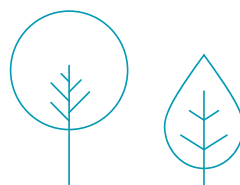
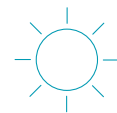


**4**

We will continually review the way we do things to ensure our work is thorough, fit for purpose and transparent.

### Find out more

You can find out more about what we're doing to meet these standards on the following pages.





## Improving **your experience**

We appreciate that time is valuable when you're running a business, so we want to make it easy for you to contact us.

Our telephone lines include menu options to allow you to reach the right department quickly and easily. This also includes our automated meter reading line, through which you can submit readings 24/7, on 0345 071 9894.

Various services are also available through our website 24/7, along with other helpful information. You can find this at [sseenergysolutions.co.uk](https://sseenergysolutions.co.uk). And you'll find all other ways that you can get in touch with us at the end of this document.





## At [sseenergysolutions.co.uk](https://sseenergysolutions.co.uk) you can



View your gas and electricity bills



Get gas and electricity quotes<sup>1</sup>



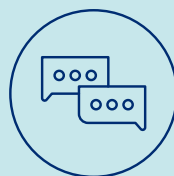
Tell us you're moving premises



Read our 'Complaint Handling' statement



Submit meter reads



Raise an enquiry

<sup>1</sup>Online quoting is available for micro business and small and medium enterprise customers only





# Listening to you

Our SSE Energy Solutions teams work hard to make sure you have a positive experience.

Every business has its own energy requirements and it's important to us that you get the most appropriate supply contract for your needs. Our Account Managers will listen to you to get a clear picture of your requirements and help you make an informed decision about the range of products, services and competitive market prices available.

Our dedicated Customer Service Advisers talk to customers every day. This gives us plenty of opportunity to hear about the common energy issues businesses like yours face, and to learn about the ways in which we can improve the service we offer.

As well as the communications we have directly with customers, we work with other organisations and regulatory bodies to understand and address customer concerns, and how we can do things better.

These organisations include:

- Energy UK
- Federation of Small Businesses
- Citizens Advice
- Business Debtline
- Ofgem

## Feedback

Your feedback helps us improve the service we offer, so if there's something we should know, please tell us. We promise to make it easy for you to contact us and you'll find all the ways you can do so at the end of this document.



# If there's a problem

We want to give you the best possible service at all times, but we know that sometimes things can go wrong. When there is a problem, we work hard to make sure it's resolved as quickly and effectively as possible.

If you need to make a complaint, it will go to an expert team who'll do all they can to resolve your issue, promptly.

We've created a 'Complaint Handling' statement to show you the steps we'll take if you have cause to complain.

You'll find a copy of this on our website at [sseenergysolutions.co.uk](https://sseenergysolutions.co.uk), under the 'Useful documents' section.

Alternatively, you can contact us using the details at the end of this document and we'll be happy to post or email a copy of the statement to you.

## Small and micro business customers

Small and micro business customers also have the option of consulting the Citizens Advice consumer service at any stage during the complaints process.

If your complaint isn't resolved after eight weeks, and you're a small or micro business customer, we'll advise you of your right to take your complaint to the Energy Ombudsman for an independent judgement.

Small and micro business customers are defined by either their annual energy consumption or their full-time employees (or FTE equivalent) and turnover, as follows:

### Micro business customers:

- Fewer than 10 employees and an annual turnover or balance sheet not exceeding £2 million; or
- Using no more than 100,000 kWh of electricity or 293,000 kWh of gas each year.

### Small business customers:

- Fewer than 50 employees and an annual turnover not exceeding £6.5 million or balance sheet not exceeding £5 million; or
- Using no more than 200,000kWh of electricity or 500,000kWh of gas each year.



# How to contact us

## Customer service

We have Customer Service Contact Centres in England, Wales and Scotland that are staffed from Monday to Friday 8.30am to 5pm.

You can get in touch with us in any of the following ways:



**Telephone:**  
0345 725 2526\*

### Writing:



**Email:**  
sme.service.helpdesk@sse.com



**Letter:**  
SSE Energy Solutions  
No. 1 Forbury Place  
43 Forbury Road  
Reading, RG1 3JH



**Online:**  
sseenergysolutions.co.uk

## Quotes and contracts

If you'd like to talk to us about entering into, or renewing, a supply contract you can get in touch with us using any of the following:



**Telephone:**  
0800 389 4466\*



**Email:**  
businesscontracts@sse.com



**Letter:**  
Ty Calon  
Malthouse Avenue  
Cardiff Business Park  
Cardiff, CF23 8GL

We usually find it easier to help you over the phone rather than email.

Talking directly to you helps us get to know you better and solve the problem more quickly. We aim to resolve most issues while you're on the phone; however, if the matter is a bit more complicated and requires more attention we'll give you a realistic time of when we hope to have it resolved.

\*Calls may be recorded and/or monitored for quality assurance and compliance purposes.