

Treating Customers Fairly at Co-operative Energy

At Co-operative Energy, there's a real commitment to fairness in everything we do. It's particularly important to us that our customers are treated in a fair, honest and transparent manner befitting the values we hold as a Co-operative.

We believe customers have a right to:

- **Friendly and helpful customer service**
- **Understand how we operate as a Co-operative business**
- **Know what we're doing to provide you with the best customer experience**

Ofgem, the Government's regulatory body for Energy, pledged to ensure suppliers abide by the Standards of Conduct as stated in our Licence Condition. As this mirrors our commitment to put customers at the heart of everything we do, we welcome this pledge and in this statement we'll explain how we, as a responsible gas and electricity supplier, meet the Standards of Conduct expected of us.

How we ensure friendly and helpful customer service is provided

We behave and carry out any actions in a fair, honest, transparent, appropriate and professional manner. When our customers contact us they can expect:

- Friendly staff that have been fully trained to provide the level of service required and expected.
- To be connected to a UK based contact centre every time.
- A range of contact methods including via telephone, email and social media.

Our goal is to be an ethical, customer-focused energy supplier and being fair, honest and transparent is central to how we operate as a business. With this in mind we strive to offer:

- Complete, accurate and accessible bills and statements on time.
- Information on the projects and events delivered by us, including our work with local communities.
- The opportunity for all customers to become members of The Midcounties Co-operative, giving you an equal say in exactly how we run our business as well as a share in our profits.

How we strive to provide the best customer service

Good communication is crucial for offering the best customer service, so we'll provide information to each customer which:

- Is complete, accurate and not misleading which will be in plain and intelligible language so that you can absorb the message as easily as possible. Our customers expect our communications to be clear and simple to understand. We continuously review and take feedback to help make improvements to your customer experience. Continuous improvement is embedded in the fabric of the business.

- Relates to products or services which are appropriate for you. We aim to keep things simple, so our customers know exactly where they stand and won't be bombarded with hundreds of tariffs or confusing bundled products.
- We ensure the most important information is given most prominence and is fair, both in terms of its content and how it is presented.

How we'll continue to work as a Co-operative business

As a part of our ongoing commitment to our customers, we'll ensure that:

- We make it easy for customers to contact us. Co-operative Energy has extensive opening hours to fit in with our customers' different circumstances, making it easy to call using our Freephone or local numbers. Calls from most landlines and mobile phones are free, subject to the telephone network provider.
- Customers can also email or write to us and can request any of our letters or bills in different formats, such as Braille or large print. Furthermore, you can contact us easily using social media such as Facebook and Twitter.
- Act promptly and courteously to put things right when a mistake is made. At Co-operative Energy, we always strive to get it right first time but understand there may be circumstances where customers have not received the service expected of us. When this happens, we'll act quickly to put things right using our robust complaints handling process which has a dedicated line and team to ensure we help you with your situation.
- Co-operative Energy offers a responsive and flexible service to customers to make sure they're treated fairly. Our policies describe how we meet our main regulatory obligations and, in particular, help us deliver a consistent and professional service to our customers.
- We keep our Priority Services Register up to date to ensure vulnerable customers get the level of assistance they require.
- Help assist eligible customers by ensuring they receive the support needed to apply for Government schemes such as the Warm Home Discount and the Energy Company Obligation. We also offer energy savings advice that allows customers to gain knowledge on how they can make savings by reducing their energy consumption.
- Engage with our customers and offer opportunities for them to voice their opinions. By working together we can make even more of a positive impact on how we treat our customers fairly, such as our quarterly membership engagement forums.

Service and treatment customers can expect

We always aim to give outstanding customer service. As part of our commitment to our continued improvement against the Standards of Conduct we will be reviewing and amending The Treating Customers Fairly statement as necessary on an annual basis.

Contact us

Monday to Friday 8am to 10pm

Saturday 9am to 4pm

Sunday and Bank Holidays Closed

Call us: 0800 954 0693 or 01926 317650