



TREATING YOU FAIRLY AND LOOKING AFTER **ALL OUR CUSTOMERS**

Treating our customers fairly and supporting those who need it most is at the very heart of how we run our business, from the decisions we make at the top of our organisation to the way we help and train our people to take good care of our valued customers.

We understand that getting a fair deal and industry-leading service is what customers want. We realise that by making sure our customers have a positive experience with us, we'll also attract new customers to join SSE.

This is why our people work hard to make sure SSE looks after all its customers, right across the country. We hope this simple overview explains who we are, what we do and the ways in which we support all our customers.

As an SSE customer, you can be assured that we'll treat you fairly. We work hard to achieve the 'Standards of Conduct' set out by Ofgem, the energy regulator, and whether we supply you with energy, broadband and phone, or boiler and heating cover, we'll look after you and treat you fairly.

We promise:

- We will behave and carry out any actions in a fair, honest, transparent, appropriate and professional way.
- The information we give to 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 highlighted to you; and
 - sufficient to allow you to make informed choices.
- We will continually review the way we do things to ensure our work is complete, thorough, fit for purpose and transparent.
- We will always act promptly and courteously to help you. If something goes wrong or a mistake is made, we will work with you to fix this without fuss.
- We will make it easy for you to contact us.
- If you are in a vulnerable situation, we will provide extra help, support and flexible customer service arrangements to suit your needs.

Finding the right tariff for you

A CHOICE IN TARIFFS

We understand customers want different things from their energy supplier and we recognise that competitive, sustainable prices and getting value for money is hugely important too.

We carry out research with customers to learn what matters when it comes to the tariffs we offer and we develop our tariff range around customers and their needs.

INCLUDED EXTRAS

More recently, we've been speaking with customers to gather their views on including extra products and services with some of our energy tariffs to form new 'bundles'. We've listened carefully to customers to understand which extras to offer as part of our energy tariffs and how best to explain these when choosing a new tariff.

Using this insight, we've been able to provide our customers with a better range of tariffs that have included free Boiler Cover with our **Fix and Protect** tariff and discounted Fibre Broadband with our **Fix and Fibre** tariff.

MAKING THE RIGHT CHOICE

We've also made it easy for you to find the tariff that best suits your needs. Comparing tariffs and suppliers can sometimes be difficult so we make sure the information we provide about our tariffs is simple, clear and easy to understand.

Whether you arrange a new tariff with us online or by phone, we make comparing and choosing tariffs straightforward and hassle-free. Our specialist sales team is also on hand to give you all the information you need to make a fully informed choice about your tariff and will help you understand how each of our tariffs work.

Join us or switch tariff

Visit: sse.co.uk/energy

Or alternatively call: **0330 102 8313**

Excellent service as standard

YOU'RE IN SAFE HANDS

We have a strong track-record of taking great care of our customers. SSE is a leading supplier in the energy sector and we're frequently recognised for the way we professionally handle and resolve complaints as well as the steps we take to help customers in vulnerable situations, to support the fair treatment of customers.

FRIENDLY AND FLEXIBLE

When you contact us, you can count on our friendly Customer Service team to listen and be understanding of your situation. If you're struggling or worried about your bills or payments, please get in touch so we can help. We'll work together to get things back on track and consider your individual circumstances.

EASY TO REACH

When you need help or advice, you can reach our customer contact centres by phone or get in touch via our new and improved website, email, webchat, or on Facebook and Twitter. We realise that nobody likes waiting in lengthy call queues so during busier times, we'll offer to hold your place in our call queue and we'll call you straight back as soon as a member of our Customer Service team becomes available.

IF WE NEED TO PUT SOMETHING RIGHT

You can trust us to put things right quickly if something goes wrong – but don't just take our word for it. SSE has consistently outperformed other suppliers over the years for complaint handling and our strong performance in this area is reported in the **Citizens Advice Energy Supplier Performance League Table** every 3 months.

Need help with a complaint?

Visit: sse.co.uk/complaints

Or alternatively call: **0345 071 9710**

Extra help when you need it

SUPPORTING CUSTOMERS IN VULNERABLE SITUATIONS

We all have times in our lives when we may need extra support. Bereavement, money worries, ill health or disability can put people under added pressure and SSE takes its duty to support customers during more difficult times seriously. We continually make improvements to the way we serve and support our customers to make sure we are meeting their changing needs.

We've been working with the British Standards Institute (BSI) and other expert organisations and are delighted to have achieved the Standard for Inclusive Service Provision (BSI 18477) in three key customer service areas: sales; credit management; and complaint handling.

To achieve and maintain this Standard, we've worked to make sure:

- Our people have the skills they need to support all our customers, irrespective of their circumstances. To help us do this we have worked with a range of experts who specialise in dementia, mental health, cancer, disability and money advice.
- We have a range of ways to support our customers, which our people are knowledgeable on and understand when to actively offer this help.
- Our processes and systems are easy for customers to understand and use.
- We frequently speak with customers through our Customer Forums to help us improve our service.

SUPPORTING PEOPLE WITH DEMENTIA

Did you know SSE supports 'Dementia Friends' (an Alzheimer's Society initiative) and that our Customer Service teams learn how to recognise and support customers living with dementia? This is helping us better serve customers who are in vulnerable situations.

Our Priority Services Register also offers customers extra help:

Visit: sse.co.uk/help/accessibility/priority-services-register

Or alternatively call: **0800 622 838**

Easy to use website



FRESH NEW LOOK

Our customers are now having a better experience online after we launched our brand-new website which is clearer, simpler and easier to use.

Visit sse.co.uk to find out more.

REGISTER YOUR ACCOUNT ONLINE

Visit:
sse.co.uk/register

BRILLIANTLY SIMPLE

Our new website means it's now easier for you to:

- Join SSE for energy, broadband, phone and boiler cover.
- Quickly compare our different products.
- View account balances, manage Direct Debit payments and provide meter readings.
- Find what you need using our refreshed home page and simplified navigation.
- Get instant help and support through our new live chat experience.

ACCESSIBLE TO EVERYONE

And that's not all. Our new website is accessible on all digital devices and we're making more improvements to meet the internationally recognised 'Web Content Accessibility Guidelines' (WCAG).

We also make sure our website is accessible by:

- Keeping information clear and easy to follow.
- Designing simple web pages which are free from clutter.
- Using colour combinations and fonts that are easier to read.
- Carrying out accessibility checks and regular testing with customers.



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