

Our Customer Service Guarantee

What you can expect from us

We take our responsibilities to you seriously.

That's why we are listening and have made big changes to how we do things, such as simplifying our tariffs.

What won't change is our fundamental principle of providing excellent customer service, built upon the areas customers have told us they want us to focus on:

- making life easier for you
- finding ways to save you money
- helping you when you need us most.

To show you how serious we are about providing excellent customer service, we are introducing our Customer Service Guarantee, enabling you to hold our service to account. We're the first energy firm to go above and beyond the regulator's Guaranteed Standards and offer our own £20 Guarantee*.

For every one of the five commitments detailed below that we fail to meet, we'll discount £20 off your next bill*.

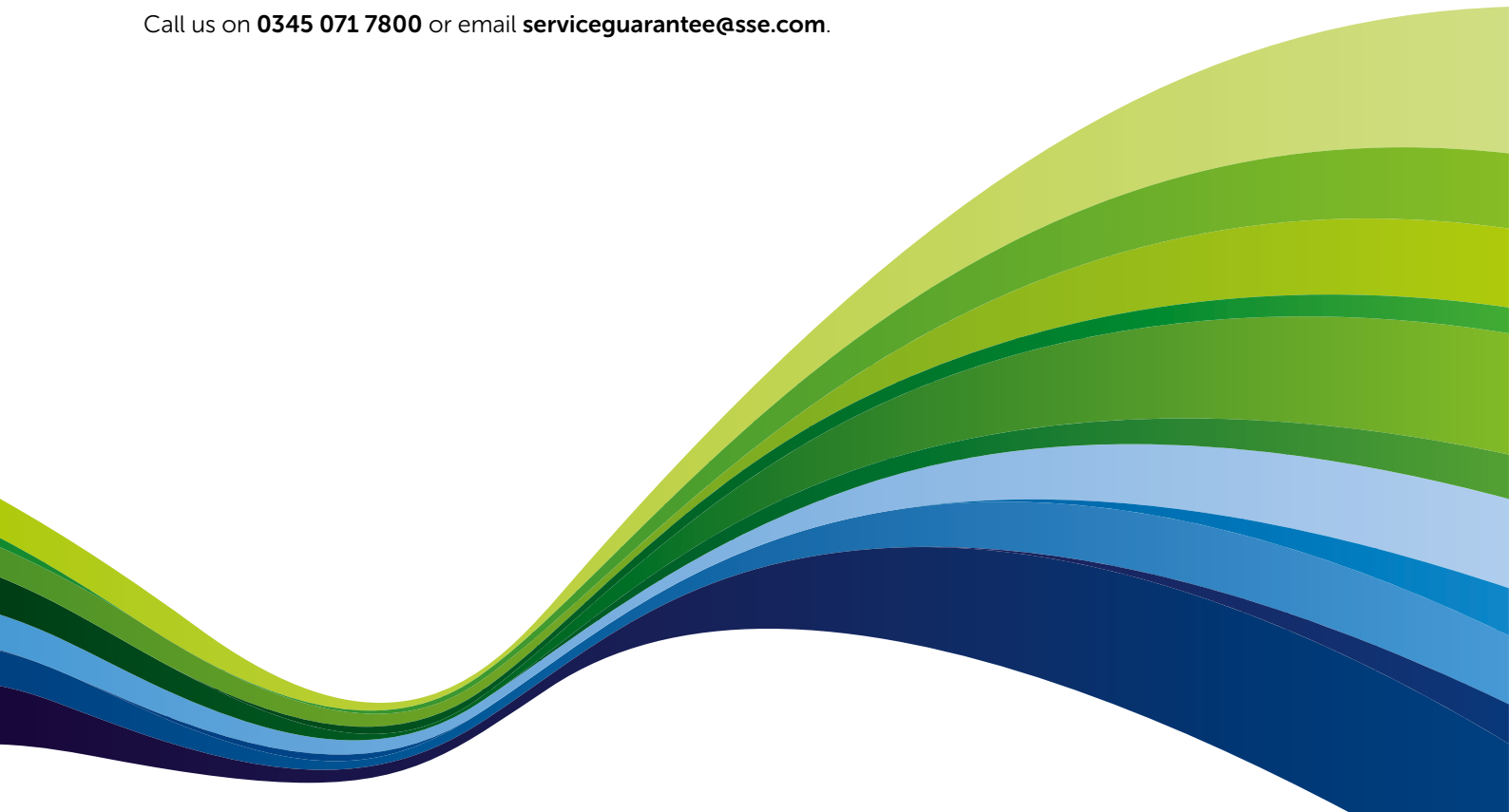
It's that simple.

How the Guarantee works

We firmly believe that we will live up to our commitments, but if we don't, let us know and we'll put the matter right and also take £20 off your next bill for each commitment we have failed to meet.*

We want to resolve your issue promptly. If we have not met the high standards we set ourselves, simply get in touch within 10 working days and you may qualify.

Call us on **0345 071 7800** or email serviceguarantee@sse.com.



Our commitments to you

Making life easier for you

1. We will call you back when we say we will.
2. We will never transfer you more than once when you call us, unless you agree.
3. We will give you the opportunity to speak to a manager if you ask.

We want to do all we can to make it simple to deal with us.

Finding ways to save you money

4. When you call we will offer to find you ways to save money.

This could include telling you about the products and deals that best suit your needs; explaining how you could benefit from the discounts we offer; or offering practical tips to cut your usage and reduce your bills.

Helping you when you need us most

5. If you want help with your energy bills we will offer support.

This would consist of either offering you a suitable payment plan which considers your ability to pay, or checking if you're eligible for assistance such as the Warm Home Discount and ECO Affordable Warmth. We can also discuss whether you could benefit from our priority services, such as Braille bills, a Textline service or a dedicated customer service advisor.

Got a query? Want to find out more? Get in touch.

Visit our website or call us:

sse.co.uk/helpandadvice

Call **0345 071 7800***

Textphone **0345 026 7023**

Write to us at:

SSE

PO Box 29977 Glasgow

G67 9DW

For more information about SSE's customer service please see our Customer Charter at **sse.co.uk/helpandadvice**

Last updated April 2020

*We will consider claims made under this Guarantee and determine their validity. Claim considered where: (i) customer provided and will continue to provide relevant and required information, (ii) claim is made within 10 working days of alleged failure, (iii) the claimant is an existing customer; (iv) the alleged failure was not outside our control, (v) a goodwill payment has not already been awarded to the customer in relation to the same incident. Although we will endeavour to find ways to help the customer save money and offer support (if sought), we cannot be held liable if savings are not made or if a product, discount, tariff, deal, service or form of assistance was / is not available or if it was / is deemed inappropriate to review such matters. £20 discount is a goodwill payment and will be applied to customer accounts or meters as appropriate or applicable. If the customer has more than one account with us the discount will be applied to an account at our discretion. Cash payments may be made at our discretion. We reserve the right to alter, amend or withdraw this Guarantee without prior notice.

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited registered in England and Wales number 06858121 (supply of electricity) and OVO (S) Gas Limited registered in England and Wales number 02716495 (supply of gas). The registered office of OVO Electricity Limited and OVO (S) Gas Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED.