

Treating Customers Fairly.

We will do our best to always be fair, honest, transparent, appropriate and professional to all our customers.

Here at Utilita we put the customer at the centre of our business. We believe that every customer deserves to be treated fairly and with **Respect**. This is at the forefront of our minds whenever we talk to our customers.

Our Mission statement.

“ To build a business that puts fairness at the heart of all we do, and have the courage to challenge the status quo to find better ways of providing essential services for the benefit of our customers.**”**

How our values ensure we treat customers fairly.

- We always aim for **Excellence** and train our customer service advisers thoroughly to ensure that all the information we provide is complete, accurate and not misleading.
- You can **Trust** us to be there for you – our phone lines are open 7 days a week.
- We are **Supportive** and provide help for customers who are vulnerable which helps them stay on top of their energy bills.
- We pride ourselves on our **Agility** – we use social media to share energy saving tips and information, and to make it easier for our customers to contact us when and how they want.
- We believe in **Fairness** to all our customers – we give customers Friendly Credit hours to help them stay on supply during unsociable hours.
- We deliver a smart meter at no extra cost to customers, providing the power to take control of energy costs the **Smart** way.

We'd love to hear from you.

We are always keen to hear from our customers as we constantly strive to improve. If you think there is anything we can do to help treat you more fairly.

Please email us at

customerservices@utilita.co.uk

We understand that sometimes things go wrong. This is why we have a fully dedicated team of complaints handlers who are there to help find a fair outcome that works for you. We've tried to make our complaints process as easy as we can for you.

Get in touch.

Customer Care Team

03303 337 442

customerservices@utilita.co.uk

Monday to Friday

8am – 8pm

Saturday and Sunday

8am – 5pm

Social Media.

For regular promotional, energy saving or industry updates follow us here.

www.facebook.com/UtilitaEnergyUK

www.twitter.com/UtilitaEnergy

