



**TREATING
CUSTOMERS FAIRLY**

Green Network Energy – Treating Customers Fairly

Our mission and our passion is to work tirelessly to deliver better value with better service. It's really very simple, we'll build an honest, lasting relationship by putting customers first.

Our customers, the heart of our organisation, partners in our mission, part of our family.

We'll do this from the very beginning, so our customers can expect that: Before you switch:

- We'll keep the switch process simple and fair. We think calculating 'big savings' based against the Big 6 and 'averages' isn't treating customers fairly, so we'll only present savings if we know their supplier and tariff.
- We'll give customers the chance to confirm their details before signing up and they'll have 14 days to change their mind.
- We'll keep customers updated and aim to get the switch completed within 21 days of signing up.

Once you've switched:

- We'll review accounts at least once every six months to make sure they are up to date and help avoid surprises.
- We will ensure we regularly inform them if there are better tariffs available.
- We'll keep bills and communications simple, clear and intelligible.
- Customers can manage their account online and we'll look for ways to make it easier, faster and better.
- We'll take our responsibilities towards vulnerable customers seriously. It's easy to find out about our Priority Services Register – it's part of our sign up journey and our policy is on [our website](#).
- We'll work with our customers if they're struggling to pay bills or if their circumstances have changed.
- We'll give customers at least 30 days' notice if prices are going up and they'll have the chance to change tariffs or supplier if they're unhappy without incurring fees.

When you need to get in touch

- Customers can call us for free. No premium rate numbers, no charging extra to speak to someone. Our free phone number works from landlines and mobiles.

- Our customer services team will be well trained, polite and empathetic.
- Our lines are open between **08:00-18:30 Monday to Friday, 09.00 – 13.00 Saturdays**.
- You can contact us via our website and we will aim to respond within three working days.
- If something is wrong, we'll try to fix it first time, as soon as possible. If it takes longer, we'll keep customers updated and we've set out our commitments in our [complaints policy](#).

We'll use your feedback

We're committed to learning and improving every day. So we'll use customer feedback to make sure they benefit from a continually improving service and experience.