

Xcel Energy

Treating Customers Fairly

At Xcel Energy, we're committed to giving you excellent customer service and treating you fairly. We never forget that you have a choice of energy supplier and are grateful that you have chosen us.

We created our Treating Customers Fairly Statement to set out, in plain terms, how we are meeting the 'Standards of Conduct' introduced by the industry regulator Ofgem. The aim of these Standards is to improve the experience customers have with their energy supplier and ensure fair treatment. Our Treating Customers Fairly Statement provides more information about these Standards and the actions we're taking.

Our Standards of Conduct

Our key objective is to ensure that you are treated fairly. To help achieve this, we are committed to meeting the following Standards:

1. We will behave and carry out any actions in a fair, honest, transparent, appropriate and professional way.
2. The information we give to you (whether verbally or in writing) will be complete, accurate and truthful and in clear and plain language. It will be related to products and/or services that are appropriate for you. It will also be fairly presented, with the most important information highlighted to you.
3. 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.
4. We continually review the way we do things to ensure our work is complete, thorough, fit for purpose and transparent.
5. We will make it easy for you to contact us.

Contact us

Call us on 03333 600 1036. Our contact centre is UK-based and is open from 9am to 6pm Monday to Friday.

You can also talk to us by emailing us through our website, or contacting us via Twitter (@xcelenergygroup) or on Facebook (<https://www.facebook.com/xcelpower>)

Alternatively, write to us at: Xcel Energy, 11Longley Lane, Spondon, Derby. DE21 7AT