

Xcel Energy Limited – Complaints Procedure

Xcel Energy Limited aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our service remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

If you are unhappy about any Xcel Energy Limited service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in Xcel Energy Limited sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chief Executive who will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Xcel Energy Limited's service.