

ESP Utilities Group Ltd  
Complaint  
Handling  
Guidance







## About ESP Utilities Group

ESP Utilities Group Ltd ("ESP") aims to provide the highest standard of customer service at all times. Where you do experience a problem with the level of service provided by us, we will strive to make things right as quickly as possible.

We regularly assess our processes and train our staff to ensure the highest standards are met. Information and feedback we receive from customers is reviewed so that we can make improvements to our services wherever possible.

## Contacting ESP Utilities Group

Our Customer Service team is available to answer any queries you may have and you can contact them, either via telephone on **01372 587 500** or by email to [customerservices@espug.com](mailto:customerservices@espug.com).

You can write to us at **ESP Utilities Group, Bluebird House, Mole Business Park, Leatherhead, Surrey, KT22 7BA**. You can also reach us through twitter via **@ESPUtilities**.

If you are not happy with the service you have received from ESP then please contact us in writing, or by telephone using the details above. If you wish to discuss or make a complaint about an ongoing loss of supply, our Customer Service team will aim to address your concerns right away.

To assist us in handling your complaint as quickly as we can, we would ask that you provide us with as much information as possible, in particular these key pieces of information:

- Name / Company name (if applicable)
- Address
- Telephone number
- Email address
- Full site address (if different from your correspondence address)
- Any reference numbers you may have previously been provided with

Your complaint will be handled by a member of our Customer Services team in a confidential, respectful and straightforward manner.

We will acknowledge and respond to your complaint within 2 working days. If further investigation is required in order to provide a substantive response, we will advise you of this when we acknowledge your complaint. A substantive response will then be provided within 10 working days following receipt of your complaint.

## Resolving your complaint

Whilst handling your complaint, our aim is to ensure all points raised are addressed in full, and that a satisfactory resolution is provided for each. Complaints will differ depending on the particular nature and circumstances, and there may be a number of ways in which we provide a response. These include:

- Prompt remedial action where necessary
- A full apology if our level of service has fallen below your expectations
- A detailed explanation for every point raised
- Awarding compensation, in accordance with Ofgem guidance, under the Guaranteed Standards of Service for electricity, and Guaranteed Standards of Performance for gas.

## Escalating your complaint

If you are not satisfied with the way in which your complaint was handled or the response provided by our Customer Service team, you have the right to escalate your complaint. To escalate your complaint, please contact us via any of the methods detailed on Page 2 of this document. Your escalated complaint will be handled by ESP's Network Manager who will investigate and provide a substantive written response within 10 working days. During this investigation, consultation with members of ESP's executive team may be required.



## Ombudsman Services

We will always do all we can to successfully resolve your complaint to your complete satisfaction. However, if eight weeks have passed since you raised a complaint and you believe that it remains unresolved, OR if you have been notified by ESP that there is nothing more we can do for you, you can refer to, and seek the assistance of Ombudsman Services. Ombudsman Services is an independent body who will assess your complaint. The service is free of charge and the decision made is final and binding on ESP, but not on you. You can contact them via the following methods:

Ombudsman Services: Energy  
PO Box 966  
Warrington  
WA4 9DF

Telephone: 0330 440 1624  
Textphone: 0330 440 1600  
Email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

Website: [www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy)



For more information on the content of this document please contact us at the following address:

ESP Utilities Group  
Bluebird House  
Mole Business Park  
Leatherhead  
Surrey  
KT22 7BA

Tel: 01372 587 500  
Email: [customer.services@espug.com](mailto:customer.services@espug.com)

