

The admin stuff...





Customer Service Charter



Customer Service Charter

- ➔ This simple guide highlights our commitment to you.

You can find out more on our website www.clickenergyni.com or by contacting us on our Freephone number **0800 1 070732**.

- ➔ **Click Customer Charter**

At ClickEnergy we are committed to treating all our customers fairly and providing a customer service experience that is open, informative and personal. All decisions that we make, however big or small, are always made considering the customers' needs and requirements.

We know that first and foremost we are a retail business!

In order to provide you with the customer service experience that is like no other in the electricity industry, and to show you how seriously we take customer services, we base our everyday practices on the commitments within our Customer Charter.

- ➔ We are committed to openness and transparency in our behaviour towards and actions with you, our customer.
- ➔ We are committed to treating all our customers fairly
- ➔ Making life easier for you
- ➔ Helping you when you need us most

Our Codes of Practice detail the services we will offer. These have been approved by the Consumer



Council of Northern Ireland and also the Northern Ireland Authority for Utility Regulation. These can be downloaded from our website www.clickenergyni.com

Our Terms and Conditions and the tariff that applies to your supply form the legally binding contract between you and ClickEnergy. If you are a domestic customer, you can download the Terms and Conditions from our website www.clickenergyni.com.

If you are a non-domestic customer, you can obtain a copy of your Terms and Conditions free of charge by contacting us on **0800 1 070732**.



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