

Our

# COMPLAINTS

procedure

## How to make a complaint

We provide power to more than 3.9 million customers in the Northeast, Yorkshire and northern Lincolnshire through two electricity distribution companies - Northern Powergrid (Northeast) Ltd and Northern Powergrid (Yorkshire) plc.

To do this, we:

- Maintain our network to a high standard of safety and reliability
- Restore supply quickly when interruptions occur
- Care for our local environment and assist in the move to a low-carbon economy
- Provide a high level of customer service, in particular at times of power disruption, taking particular account of the more vulnerable customers
- Provide customers with new connections to the network

At Northern Powergrid, the safety and satisfaction of our customers are our main priorities - we're satisfied only when you are. All of our staff and contractors are committed to:

- Putting safety first
- Respecting you, your time and your property
- Doing a really good job
- Being there when you need us
- Caring for our local environment

**We aim to provide the best possible customer service at all times. If, however, you are dissatisfied with our service, we hope that you will tell us about it so that we can try to put things right for you.**

### Step 1 - Let us know

You can make a complaint to us in a number of different ways - in person at our offices, over the telephone, by email or by letter. It would be helpful if you could let us know which of these methods you would prefer us to use when we respond to your complaint. When contacting us, please provide your full name, address, postcode, contact telephone number and email address and as much detail about your complaint as possible.

**In person at one of our offices** - please call free on **0800 781 8848** or view the complaints section on our website [www.northernpowergrid.com](http://www.northernpowergrid.com) to find out the location of the office nearest to you.

**By telephone** - please call our dedicated complaints line free, also on **0800 781 8848**.

**By email** - please email us at [complaints@northernpowergrid.com](mailto:complaints@northernpowergrid.com)

**By letter** - please write to Customer Care Manager and send Freepost (no stamp required) to:

RSXE-RCZX-XKBL  
Northern Powergrid  
Manor House  
Station Road  
Penshaw  
Houghton le Spring  
DH4 7LA



### Step 2 - We seek a resolution with you

We will try at all times to resolve your complaint as quickly and efficiently as possible. If we receive your complaint before 4pm on a normal working day, we will attempt to resolve it by the end of the next working day. In any event, if your complaint has come to us in writing we will acknowledge it within 48 hours and if possible provide a response at the same time. If your complaint cannot be fully addressed within this timescale, we will aim to provide you with a more detailed response within 10 working days as to how we propose to resolve the issue.

If you notify us that you are not happy with our response, your complaint will be referred to an appropriate senior manager. The senior manager will review the complaint and, within 10 working days of your notification wherever possible, will send you a written response (unless you have expressed preference for a different means of communication) setting out their findings and any resulting proposed actions. If you inform us that you are not satisfied with the senior manager's response, your complaint will be reviewed by an executive director, who will examine your complaint and the way it has been handled. The Customer and Community Care Manager will write to you with the executive director's findings and set out our final response to you in writing within 10 working days.

### **Step 3 - Independent review by the Ombudsman Services: Energy**

If you are a domestic customer or a qualifying business customer\* and you inform us that you are still not satisfied with the response of our executive director, you will be entitled to have your complaint reviewed by the independent Ombudsman Services: Energy. In such cases we will send you a notice confirming that we have been unable to agree a resolution with you and explaining how you can apply to the Ombudsman. We will also issue you with a notice setting out your entitlement to go to the Ombudsman if your complaint remains unresolved eight weeks after you first lodged it with us, but we would hope that you would allow our complaints handling procedure to run its full course before you contacted the Ombudsman. The Ombudsman Service is a free and completely independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and will also contact us to gain a factual understanding of the case from our perspective.

\*A qualifying business customer is a customer supplied or requiring to be supplied with electricity at other than domestic premises, with: an annual consumption of not more than 55,000kWh; OR fewer than 10 employees (or their full-time equivalent) AND an annual turnover or annual balance sheet total not exceeding two million Euros (around £1.7 million).

If the Ombudsman supports your complaint, we can be required to provide you with any of the following, as the Ombudsman considers appropriate:

- an apology;
- an explanation;
- specified remedial action; or
- financial compensation in appropriate circumstances

Any outcome proposed by the Ombudsman is binding upon us (if you accept it), but not upon you. If you accept the Ombudsman's decision, we will carry out the specified remedy within 28 days. If your complaint relates to the terms of a connection offer, the Ombudsman will review the case with the assistance of external technical advice where necessary, but the outcome of the Ombudsman's review will not be binding. This is because the terms of any connection offer that we make to you can be referred by you or by us to our industry regulator, Ofgem, for a binding determination. Details of how to seek such a determination will be provided when the Ombudsman announces the outcome of any review of the terms of a connection offer.

The contact details for the Ombudsman are as follows:



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.os-energy.org/energy](http://www.os-energy.org/energy)

**Email us at [complaints@northernpowergrid.com](mailto:complaints@northernpowergrid.com)**

If you would like to receive any of our printed material in Braille, LARGE PRINT, audio or another language, please call 0800 169 2996.

**Independent help, advice and information can be obtained from the following sources:**

#### **Consumer Direct**

Tel: 08454 04 05 06

Website (with email link): [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

#### **Consumer Focus**

Fleetbank House, Salisbury Square, London EC4Y 8JX

Tel: 020 77 997 900

Fax: 020 77 997 901

Website: [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk)

Email: [contact@consumerfocus.org.uk](mailto:contact@consumerfocus.org.uk)

#### **Action on Hearing Loss (previously known as Royal National Institute for Deaf People (RNID))**

19-23 Featherstone Street, London EC1Y 8SL

Tel: 0808 808 0123 (freephone)

Textphone: 0808 808 9000 (freephone)

Fax: 020 7296 8199

Website: [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

Email: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

#### **Age UK (previously known as Age Concern and Help the Aged)**

Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Free Helpline: 0800 169 8787

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

Email: [info@ageuk.org.uk](mailto:info@ageuk.org.uk)

#### **Royal National Institute of Blind People (RNIB)**

105 Judd Street, London WC1H 9NE

Helpline: 0303 123 9999

Fax: 020 7388 2034

Website: [www.rnib.org.uk](http://www.rnib.org.uk)

Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)



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Watch us on YouTube

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This leaflet is available on our website at [www.northernpowergrid.com](http://www.northernpowergrid.com)

Please note that we do not sell electricity or gas. If you have any billing, metering or price queries or complaints, or if you are moving house, you should contact your electricity supplier. Details of how to do so are on your electricity bill.

This procedure has been reviewed to ensure compliance with the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. These Regulations may be accessed online at [www.opsi.gov.uk/si/si2008/pdf/ukxi\\_20081898\\_en.pdf](http://www.opsi.gov.uk/si/si2008/pdf/ukxi_20081898_en.pdf) or, alternatively, a copy may be obtained from TSO (website [www.tso.co.uk](http://www.tso.co.uk), telephone 0870 600 5522).