

Treating Customers Fairly

August 2013

At SSE we are 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.

Our “Standards of Conduct” statement relates to your energy accounts. It sets out what we mean by treating you fairly and our [Customer Charter](#) gives you more information about what you can expect from us.

We also have [other documents which give advice on our responsibilities to you](#), such as our “Complaints Handling Statement”, our “Paying Your Energy Bill” guide and our “Prepayment Meter Statement”.

Our Standards of Conduct

We work in a fair, honest, transparent, appropriate and professional way.

The information we give you (whether verbally or in writing) is:

- Complete, accurate and truthful.
- In clear and plain language.
- Related to products and/or services that are appropriate for you.
- Fair in its content and presentation, with the most important information highlighted to you.

We make it easy for you to contact us.

We always act promptly and courteously to help you. If something goes wrong or a mistake is made, we work with you to fix this without fuss.

We continually review the way we do things to ensure our work is complete, thorough, fit for purpose and transparent.

Contact Us

To see how we're meeting our Standards of Conduct, just turn the page. Do you need to contact us about our Standards of Conduct, or would you like a copy of our Customer Charter?

[Get in touch.](#)

Call us on **0800 980 8831**. All of our contact centres are UK-based and are open from Monday to Friday 0800 – 2000, and 0800 – 1400 on Saturdays.

Talk to us via the Webchat facility or by email on our website www.sse.co.uk

Contact us via Twitter [@yoursse](https://twitter.com/yoursse)

Write to us at **SSE, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ.**

Our Standards of Conduct	What are we doing to meet our Standards of Conduct?
<p>We work in a fair, honest, transparent, appropriate and professional way.</p>	<p>Our Customer Charter and its guarantees on service, sales and billing lets you know what you can expect from us.</p> <p>Our Building Trust commitments show how we are restoring simplicity, enhancing transparency, improving customer service and ensuring fairness for all customers.</p> <p>We listen to feedback from our customers and our staff.</p>
<p>The information we give you (whether verbally or in writing) is:</p> <ul style="list-style-type: none"> • Complete, accurate and truthful. • In clear and plain language. • Related to products and/or services that are appropriate for you. • Fair in its content and presentation, with the most important information highlighted to you 	<p>We are reviewing all of our customer communications to make sure they are clear.</p> <p>Our energy price checker helps you compare tariffs quickly and easily.</p> <p>Our bills are available in Braille, large print and audio format for our sight and hearing impaired customers. Our billing project team work continually to design simple to read, accurate bills.</p>
<p>We make it easy for you to contact us.</p>	<p>You can contact us in the way you prefer – by phone, digital services (via Webchat, social media or email) or in writing.</p> <p>When contacting us, please just let us know if you'd like to speak to a manager. Our Service Guarantee means that we'll accommodate your request to speak to a manager or we'll give you £20 off your next energy bill. Likewise, we'll give you £20 off your next bill if you've been promised a call back but we haven't contacted you within the agreed timescale.</p>
<p>We always act promptly and courteously. If something goes wrong or a mistake is made, we will work with you to fix this without fuss and to ensure that you are satisfied.</p>	<p>Our straightforward complaint handling procedure shows you how we resolve complaints fairly and without fuss. Our annual complaints report is published on our website.</p> <p>We are working with Ofgem and Consumer Futures to provide more information about how we deal with complaints.</p>
<p>We continually review the way we do things to ensure our work is complete, thorough, fit for purpose and transparent.</p>	<p>We've radically reduced the number of tariffs we offer to make it easier to choose the best tariff for your needs.</p> <p>Our customer forums were introduced to ensure our plans for customer service are sensible and fair.</p> <p>We're working hard to implement Ofgem's retail market reforms.</p>