

**RobinHoodenergy**

**Treating  
Customers Fairly**

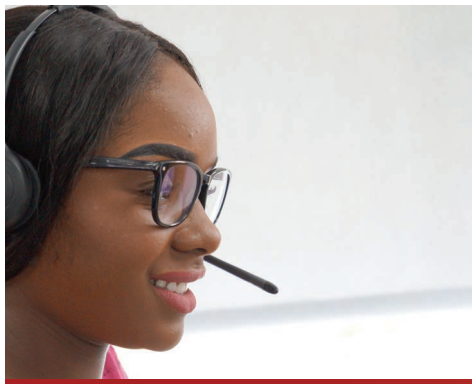
## Treating Customers Fairly

Nottingham City Council has launched Robin Hood Energy as an independent energy supplier working to put you, the customer first. Here at Robin Hood Energy we support the council's ethos of 'Citizen at the Heart'. In this statement we set out how we will behave and what you can expect from us.

### Great Workforce

Our communication to you will be transparent, clear and jargon-free.

Our Customer Service Officers, suppliers and contractors all work towards delivering the same values that ensure you receive a simple and honest understanding of the energy industry. We recruit passionate people with positive attitudes who show empathy and respect. Everyone who works within Robin Hood Energy completes an intensive customer service training plan to make sure they have the confidence and knowledge to support you with your query. We encourage our employees to participate in additional training to enhance both your experience and their careers and we recognise the staff that deliver great service with our reward and acknowledgement programmes.



### Great Service

We have made contacting us easy with a free phone number that will get you through to a real person at our UK call centre quickly.

With our one-call service you won't need to ring us more than once about the same thing and we won't pass your call around. If we do need to investigate an issue further, we will always call you back. Our officers are there to listen and respond quickly but are not restricted by phone call targets. They take ownership of queries and speak without jargon. You will also be given the opportunity to give feedback on the service you have received so that we can continue to improve our offer.

At Robin Hood Energy we respect everyone's views, opinions and needs. We offer a Priority Service Register (PSR), as well as having an empathetic team of customer service officers supporting vulnerable customers. We have developed a strategy to ensure that we can accommodate people's individual circumstances and this includes a no disconnection policy, ensuring our customers are never without their energy supply (unless a pay-as-you-go metered customer decides to self-disconnect by not topping up their meter).

We understand that life is not straightforward and there are times when additional support is required. We encourage you to let us know if something changes and we will always try to adapt our processes to meet your needs.

We also want to help you to save energy and will provide you the latest news, tips and advice on home energy efficiency.

### Great Products

As a not for profit company, Robin Hood Energy strives to tackle fuel poverty by offering low cost energy to all households through a range of tariffs. We will make the process of switching simple and provide you with the information and support you need to choose the right tariff for you.



We encourage you to provide us with regular meter readings so that we can send you a monthly statement or bill that allows you to know exactly what you are using. You will receive a meter reading reminder and have a choice on how to send this to us either via– [www.robinhoodenergy.co.uk](mailto:customerservice@robinhoodenergy.co.uk), email [customerservice@robinhoodenergy.co.uk](mailto:customerservice@robinhoodenergy.co.uk) (with your account number and name), through our automated telephone system or by calling and speaking to one of our customer service officers on **0800 030 4567**.

If you decide to leave us, we will assist you by making switching stress free. We have no exit fees for all of our tariffs.

### Ready to listen, here to help

At Robin Hood Energy we believe that by being honest, fair and transparent we can ensure that we always put you first, delivering the value for money service that you expect. If you would like to talk to us about how we can make further improvements to our service or you would like a printed copy of this statement please contact us on:

Telephone:  
**0800 030 4567**

Email:  
[customerservice@robinhoodenergy.co.uk](mailto:customerservice@robinhoodenergy.co.uk)

Post:  
**RobinHoodenergy, PO Box 10461,  
Nottingham, NG1 9JS**

Twitter:  
[@robinhoodenergy](https://twitter.com/robinhoodenergy)

**Our UK call centres are open Monday to Friday  
8am to 8pm and Saturdays 9am to 5pm.**



