

Hello

Our Service to you

RobinHoodenergy

A not for profit company

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1. Proud to be different from other energy companies

Robin Hood Energy is a not for profit company, launched by Nottingham City Council, which makes us different from the 'Big Six' energy companies and many other energy providers. We're driven by a social motive to provide low cost energy to all households.

Our ambition is to help reduce fuel poverty and provide energy cheaply. We know that we can help low-income families who struggle financially, to save significant sums of money on their energy bills.

We supply gas and electricity at very competitive prices to both residential and commercial customers nationwide.

Robin Hood Energy will compete with private sector energy companies including the 'Big Six', with a distinctive offer of low tariffs and excellent customer service.



2. Your benefits and our commitment to you

At Robin Hood Energy we are committed to delivering an excellent service. You will benefit from our low prices, no exit fees if you want to leave, discounts for online accounts and energy saving tips. All of this will help you manage your energy usage easily and with confidence. Our standards of service give you help and safety advice to ensure you get the most out of your energy account.

We put our customers at the heart of what we do. There are no hidden costs, we are open and honest and we will do our best to help you every step of the way.

We offer:

- UK-based call centres and a Freephone telephone number
- No exit fees which means you can choose when you may want to move between tariffs
- A discount if you manage your account online

Our service standards cover both the standards we will deliver as a business, alongside the Guaranteed Standards of Performance that are required by Government and the industry regulator, Ofgem. These standards underpin our service and provide the framework for all business activities, providing you with a positive customer experience, value for money and a fair and clear billing process.

The Standards of Performance ensure you receive the service levels that define how all energy suppliers deliver energy to their customers; a level of service that is reasonable to expect companies to provide to their customers. To find out more about them please visit our website or request a copy free of charge.

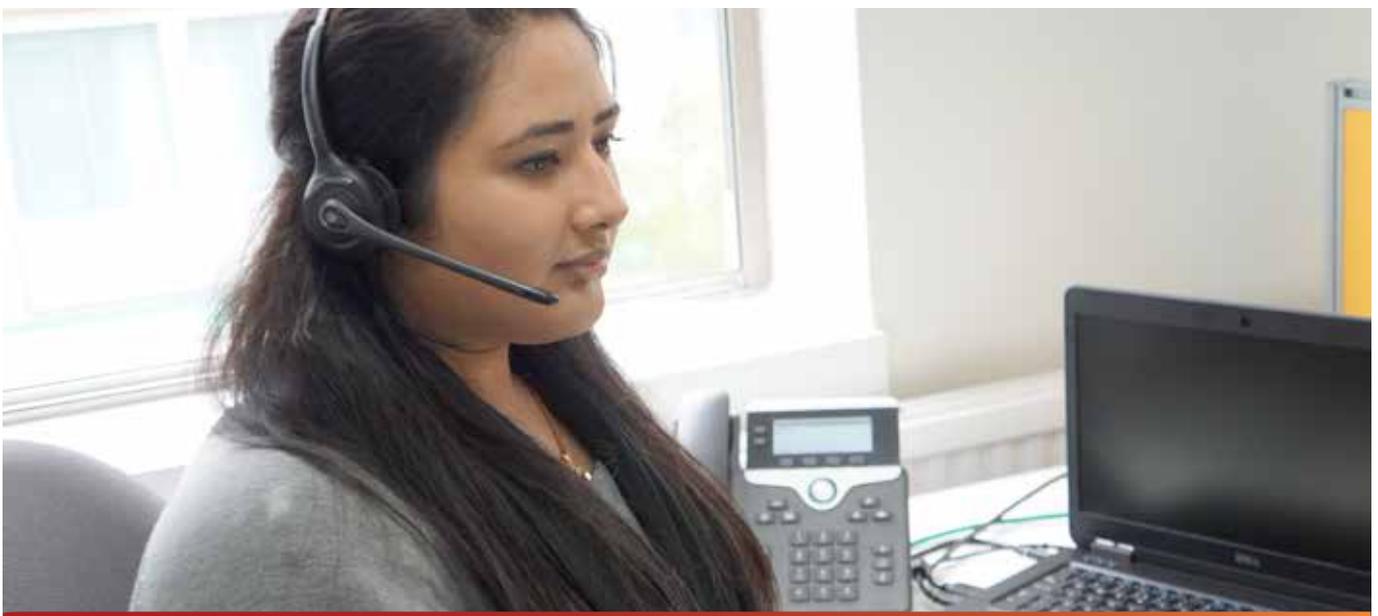
If you have a problem or query, we aim to resolve this as quickly as possible. There are a number of ways you can get in touch with us:

Via our website: **www.robinhoodenergy.co.uk**

By email:

customerservice@robinhoodenergy.co.uk

By telephone: **0800 030 4567**



3. How to make your home more energy efficient

Being smart with how you use your energy can help make a big difference – to your bills and the environment. Here at Robin Hood Energy we can offer advice to make your home more energy efficient. By making a few small, simple changes around your home you can reduce your energy consumption and quickly start saving money. Follow the simple tips below as a starter for five. These calculations are an indication of the amounts you could save on fuel bills and CO₂ by making energy efficiency improvements. The figures below are either calculated using models or are based upon evidence of field trials of products. The amount of money that can be saved will differ from household to household.

Five simple energy efficiency tips

1. Turn the heating down a bit. When you reduce your thermostat by just 1°C, you could save around £85 - £90 and 310kg - 360kg carbon dioxide per year.
2. You can save around £30 a year just by remembering to turn your appliances off standby mode.
3. Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light. This could save you around £15 on your annual energy bills.
4. Drying clothes outdoors on a washing line or indoors on a rack costs nothing and uses no energy so it is the ideal way to dry your clothes. If you need to use a tumble dryer, choose one with a good energy label rating such as a B. This will help to keep your energy bill down as much as possible.
5. Cut back your washing machine use by just one cycle per week and save £5 a year on energy, and a further £8 a year on metered water bills.

Source: The Energy Saving Trust
www.energysavingtrust.org.uk

You may also be entitled to financial assistance towards the cost of insulation and heating improvements depending on your circumstances. To find out what help and support you may be entitled to, further information is available from:

The Energy Saving Trust

Visit: www.energysavingtrust.org.uk

Tel: **0300 123 1234**

Or visit: www.robinhoodenergy.co.uk for information, energy-saving tips and advice.



4. Ways you can pay

At Robin Hood Energy, we want to make things as simple as possible and paying for your energy usage is no exception.

Here are the ways you can pay for your energy services:

- **Direct Debit** - our monthly fixed Direct Debit and monthly variable Direct Debit options make it easy to pay by automatically collecting your fixed or billed amount each month
- **Online*** - if you haven't already, you can register for an online account and pay your bills this way – visit www.robinhoodenergy.co.uk for more information
- **Credit/debit card** - call us to make a payment on **0800 030 4567**
- **Cash** - you can pay by cash at the Post Office or any PayPoint outlet. Please remember to take the bill with you as this has a bar code on it which you will need. You can find your nearest outlet either online at www.paypoint.com/en-gb, or by giving us a call



Getting help to pay your bill

If you, or someone you care for, are finding it difficult to pay, please contact us for advice. We'll take into account your circumstances so you'll need to tell us about your situation. Our Customer Service Officers will listen and advise you on the payment options available.

This includes:

- Setting up an arrangement to pay an agreed amount weekly, fortnightly, or monthly, can help you repay what you owe in manageable instalments

- By installing a Pay-As-You-Go meter
- Fuel Direct – paying direct from your means tested benefits

What happens if you don't contact us and don't pay

Taking further action is the last thing we want to do, so please contact us as soon as you can. If we don't hear from you we will:

- Contact you using the details you have given us
- Pass your account to a debt collection agency
- Obtain a warrant to gain entry to your home to fit a Pay-As-You-Go meter where it is safe to do so

If you do experience any difficulties, call one of our Customer Services Officers on **0800 030 4567** as soon as possible. We are open 8am to 8pm Monday to Friday, and 8am to 5pm on a Saturday.

In the event that you don't pay and we are unable to install a Pay-As-You-Go meter, we can disconnect your supply. We will not disconnect during the months of October to March if the house occupant is of pensionable age and lives i) alone, or ii) with other people that are all of pensionable age or under the age of 18.

We will also take all reasonable steps not to disconnect during the months of October to March if one of the house occupants is disabled, has a long term illness or is of pensionable age.

If you do experience any difficulties, call one of our Customer Services Officers on **0800 030 4567** as soon as possible. We are open **8am to 8pm Monday to Friday, and 9am to 5pm on Saturday.**

*For full details of Robin Hood Energy's Online Energy Service terms and conditions, please visit www.robinhoodenergy.co.uk

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5. Your safety and what to do in emergencies

Helping you stay safe

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services emergency line immediately on **0800 111 999**

Also:

- Open all doors and windows to ventilate the property
- Do not turn on/off any electrical switches
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition
- If there are any electrical security entry phones/locks, please open door manually

All gas appliances need an adequate air supply to operate safely and must have a flue to remove the waste gasses from the property.

Make sure air vents in doors, windows or walls are not blocked and that the flue from the fire or boiler does not become blocked or obstructed.

Important Safety Checks

Never:

- Use a gas appliance if you think that it is not working properly
- Cover an appliance or block the convection air vents
- Block or obstruct any fixed ventilation grilles, air bricks or outside flues

Source: www.co-bealarmed.co.uk

Warning signs

Your gas appliance may not be working properly if you notice:

- yellow or orange rather than blue flames (except fuel effect fires or flueless appliances which display this colour flame)
- soot or yellow/brown staining around or on appliances
- pilot lights that frequently blow out
- increased condensation on the inside of windows

Gas safety checks

The Health and Safety Executive (HSE) advises all gas consumers to have their gas appliances and fittings checked for safety annually by a Gas Safe registered installer. At Robin Hood Energy, we may be able to offer a gas safety check for you which will be carried out by a fully qualified engineer. This service will be free for customers who own and occupy their home, are in receipt of means tested benefits, have not had a gas safety check in the last 12 months, and:

- Live with at least one child who is aged under 5 years, or
- Are over 60 years of age, disabled or chronically sick, and:
 - i) Live alone, or
 - ii) Live with others, all of whom are over 60, under 18, disabled or have a long term illness

Source: The Health and Safety Executive website www.hse.gov.uk

For more details, please contact us on **0800 030 4567**.

If, during a gas safety check, the engineer finds that an appliance is dangerous, it will be condemned and cannot be used until it is repaired or replaced and no longer poses any further danger. If this happens and you need support or advice, you can call the Gas Safe Register enquiry number on **0800 408 5500 (lines open Monday to Thursday 9am-5.30pm and Friday 9am-5pm).**

Alternatively visit their website at **www.gassaferegister.co.uk**

Help guard against carbon monoxide: “the silent killer”

You can't see it, smell it or taste it, but carbon monoxide gas can kill or seriously injure in just a matter of hours. Carbon monoxide gas can be produced by faulty gas appliances, so, to ensure your home is safe, you will need to be aware of the following risks:

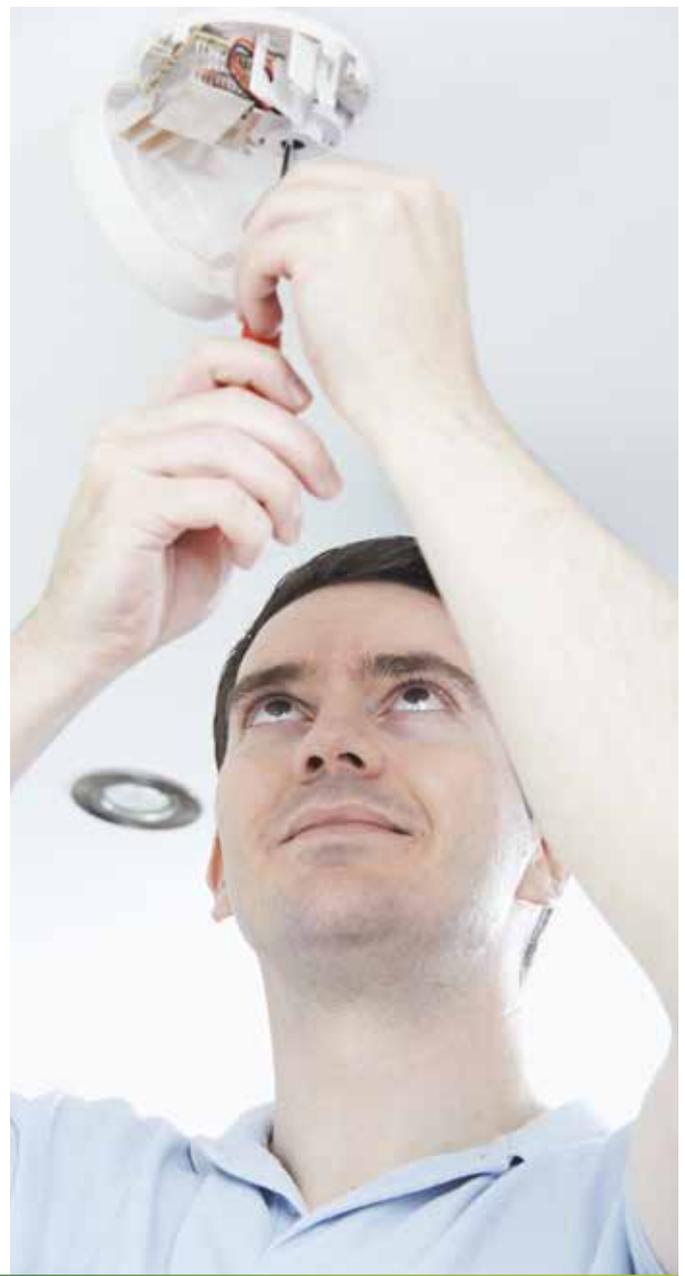
- Your gas appliance has not been properly installed
- The gas appliance is not working properly or has developed a combustion fault
- Your gas appliance has not been regularly maintained by a Gas Safe registered engineer

Symptoms of carbon monoxide poisoning can often be mistaken for flu or food poisoning and may include all or any of the following:

- Recurring headaches
- Nausea, sickness or stomach pains
- Dizziness
- Tiredness or drowsiness
- Chest pains
- Visual problems

Symptoms may come and go, for example, improving when you are away from home or the faulty appliance is switched off. If you suffer from any of these symptoms, seek medical advice and ask if carbon monoxide may be the cause.

For further information and advice on the dangers of carbon monoxide poisoning, please visit **www.co-bealarmed.co.uk**



6. Help, Advice and Services

Becoming a Robin Hood Energy customer

To help you get the most from your account with us, our website is full of helpful information on:

- Bills and payments
- Services for customers with special requirements
- Pay-As-You-Go
- Making an enquiry or complaint
- The complaints process

You can find all of these on our website at:

www.robinhoodenergy.co.uk

Our Priority Services Register

We want to ensure that all of our customers receive the best possible service to meet their needs. If you have special requirements, you may want to add your details to our Priority Services Register (PSR) - this is a list of customers who qualify for the additional support. Customers who qualify for the Priority Services Register can include:

- Customers of pensionable age
- Customers with a disability
- Customers who have long term health issues.

These are some of the free services that we will provide to our Priority Services Register customers:

- Agree a password that can be used for you to identify any person working for us or for your gas or electricity network company
- Send your bill or statement to any person you nominate, if that person agrees to receive it for you
- If no-one at your home is able to read the meter, arrange for a quarterly reading and inform you of the reading

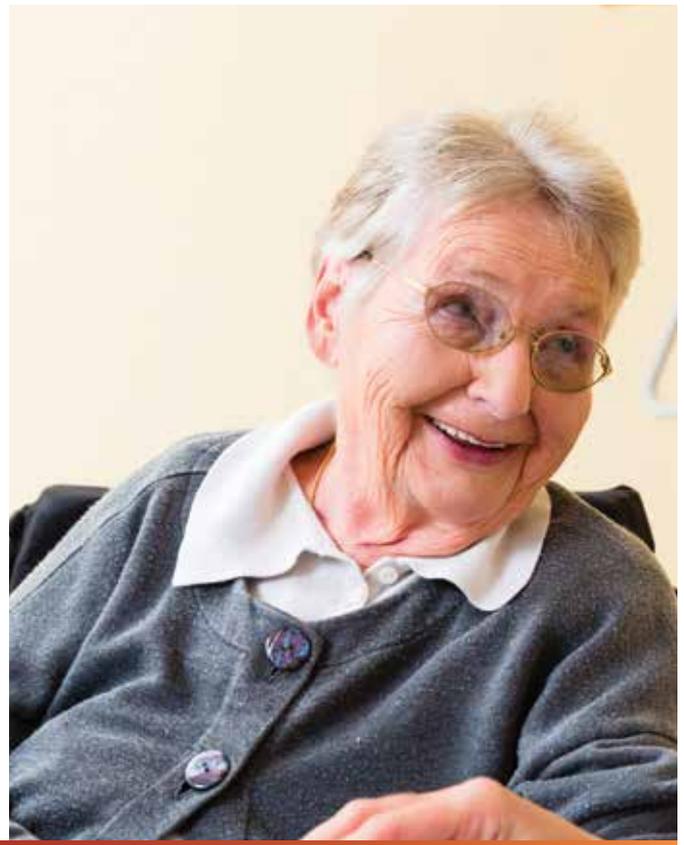
- If your meter is difficult to access and you can't read or insert your payment card/key, we may be able to arrange for the meter to be relocated

If you're visually or hearing impaired we also provide support to help you manage your account.

- Large print or Braille bills - You can choose to receive your electricity and/or gas bills and statements in large print or in Braille, for free

Just call us on **0800 030 4567** to arrange these services.

For customers who are deaf or have hearing difficulties, Robin Hood Energy are able to offer free advice and support for those who have the correct equipment installed.



Join our password scheme

For extra security, you can use our free password scheme. All you need to do is choose a password (make sure it's something no one else can guess) then call us on **0800 030 4567** and let us know what it is and we will make sure anyone from Robin Hood Energy visiting your home can confirm it with you.

For further information, please visit our website or call us on **0800 030 4567**.

Helping you to feel safe

We take your safety seriously. The Robin Hood Energy representative that visits your home will have the necessary skills to do the job that they are visiting you for. They will also be able to tell you about where you can find help and advice on your energy supply.

Check their ID

Our representatives always carry identification cards. Don't worry about asking to check their card carefully – genuine representatives of Robin Hood Energy won't mind at all.

Call us

If you're unsure that someone who's come to your home really is a Robin Hood Energy representative, call us on **0800 030 4567** before you let them in. We'll check their details.

Finding the information you need

Got a question? Need advice or help with your energy account? You can find the answers to frequently asked questions on our website at **www.robinhoodenergy.co.uk**



7. How did we do?

At Robin Hood Energy, we're committed to making sure that you receive an excellent service from us and strive hard to get things right first time for our customers. However, we know that occasionally we may get things wrong. If we get things wrong just give us a call and we'll make sure that we put things right for you quickly.

If however, you decide to make a complaint about any aspect of our service, please rest assured that we'll take your complaint seriously, work hard to resolve the problem and learn from your feedback to improve the way we deliver our services in the future. We'll also keep you informed throughout the process so you know what is happening every step of the way.

If your complaint relates to a problem with the delivery of your gas or electricity, we will pass it on to your network supply operator to investigate, as they are responsible for this.

Tell us if you're not happy

If you're not happy with our service, get in touch straight away.

You can do this by:

- Calling us on **0800 030 4567**
- Emailing us at **customerservice@robinhoodenergy.co.uk**
- Writing to us at **Robin Hood Energy, PO Box 10461, Nottingham NG1 9JS**

If we can't sort out your query straight away, we'll aim to get back to you the following day. If you email us or write to us, we'll aim to get back to you by the next working day.

To resolve your complaint, we will:

- Give you an explanation as to what went wrong
- Put things right quickly
- Apologise if we've made a mistake
- Offer compensation (if it's appropriate). As we are not for profit company we are different to other energy suppliers and will only pay compensation where financial harm has been caused by us or our business partners

If you're still not happy:

We'll talk to you about how we can work together to sort it out. You can also ask us to undertake an internal review of how we are handling your complaint.

We'll work hard to try and get a result that you're happy with, but if you're not, we'll look into things again and you'll receive what is called a 'Final Response' (also known as a Deadlock Letter). This stage means that we haven't been able to resolve things for you. In the letter, we'll recap what's happened and what we've suggested and give you contact details for the energy Ombudsman should you wish to take it further.

Full details of our Complaint Handling Process, are available on our website at:

www.robinhoodenergy.co.uk

The Energy Ombudsman

This is an independent organisation that offers a free service to help resolve things between us once you've received a final response from us; or if eight weeks have lapsed since you made your complaint and things haven't been fixed. They will make their independent decision and if you agree we have to act on what they say. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

You can contact the Energy Ombudsman by:

- Calling on **0330 440 1624**
- Textphone on **0330 0440 1600**
- Fax on **0300 440 1625**
- Email at **enquiries@os-energy.org**
- Writing a letter to **Ombudsman Service: Energy, PO Box 966, Warrington WA4 9DF**

To find out more about the Energy Ombudsman, visit **www.ombudsman-services.org/energy**

8. Contact us

Getting in touch with us at Robin Hood Energy is easy.

Phone: **0800 030 4567**

Postal address:

**Robin Hood Energy
Customer Services Team
PO Box 10461
Nottingham
NG1 9JS**

Please include your details, including your account number, on all correspondence.

Email:

customerservice@robinhoodenergy.co.uk

Website: **www.robinhoodenergy.co.uk**

If you have a gas or electricity emergency

Gas emergencies

If you smell gas, or think you have a gas leak, please call the Gas Emergency Services immediately on **0800 111 999** (24 hour emergency line)

Electricity emergencies

Your electricity network operator looks after the safety and security of your electricity supply.

To find your local Electricity Distribution Network visit **www.energynetworks.org**



9. Further help and support

We hope in the first instance you'll come to us if you need any help.

If you're having difficulty paying your energy bills, please let us know immediately – we'll do everything we can to help you. Together we can look at the best payment options to suit your circumstances.

You can call us free on **0800 030 4567**.

Independent organisations that offer support if you need it

Citizens Advice Bureau (CAB) Consumer Helpline

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

To "Know your rights" visit **www.citizensadvice.org.uk/energy** for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**.

Home Heat Helpline

Free advice and help with paying energy bills and keeping warm:

- Call, freephone: **0800 33 66 99**
(Mon - Fri 9am - 5.30pm)
- Visit: **www.homeheathelpline.org.uk**

StepChange

Free advice and help with overcoming debt problems:

- Call, freephone: **0800 138 1111**
- Visit: **www.stepchange.org**

The Energy Saving Trust

Independent, free, expert advice to help you save energy and reduce your bills.

Plus – energy saving tips and also help finding energy grants;

- Call, England, national rate call –
0300 123 1234
- Call, Scotland, Home Energy Scotland, free –
0808 808 2282
- Visit: **www.energysavingtrust.org.uk**

For more help and advice visit **www.robinhoodenergy.co.uk**
