



## How to complain about your energy provider

The energy industry isn't known for having great customer service across the board, and while a provider may be good for some, it can be hell for others. Common problems include incorrect bills, switching issues, direct debits being too high, refund delays and extended waiting times to even speak to them. It's always worth trying to call your provider to sort the issue first if the company doesn't play ball, you can escalate your complaint and report them to the Energy Ombudsman.

### Making a complaint

If you have a problem with your energy supplier contact them and explain what you would like them to do to make it right.

They should have a formal complaints procedure process on their website or on your energy bills that explains how to do this. They can also explain their complaints procedure process if you contact them by phone.

If you want to write to them or send them an email, you can use the [Citizens Advice complaints letter template](#).

Suppliers must try to fix any problems you've reported within eight weeks. Make a note of the date you first contacted them in case you need to check this later.

### Taking your complaint to the Energy Ombudsman

The Energy Ombudsman aims to help resolve problems between customers and suppliers.

You can complain to the Energy Ombudsman if:

- a problem you have reported to your supplier or network operator is not fixed within eight weeks
- you receive a "deadlock letter", stating your problem cannot be fixed
- you're not happy with the response you have received

Suppliers and must carry out the actions listed in the Ombudsman's decision. These actions can include fixing your problem, explaining what happened or paying compensation.

If you are unhappy with the Ombudsman's decision, they will tell you what to do next.



## Support with your complaint

You can get energy advice and information from Karen at FyneHEAT 0345 607 7117

Contact details for your current energy supplier will be on a recent energy bill. Log in to your online account if you don't get paper bills.

You can also use the services below:

### Who is my gas supplier?

Talk to the Meter Point Administration Service.

You can:

- Use their online [Find My Supplier search tool](#)
- Call them on [0870 608 1524](#). (Calls to this number are charged at 7p per minute, plus your phone company's access charge.)

They can also give you your Meter Point Reference Number (MPRN). This tells your energy supplier where your meter is and your gas supply number.

### Who is my electricity supplier?

Energy network operators can tell you who your electricity supplier is.

- Use the [Who is my supplier - SSEN](#) to find your electricity supplier by postcode.

They can also give you your electricity Meter Point Administration Number (MPAN). This tells your energy supplier where your meter is and your electricity supply number.

If you need any further help or advice, please contact FyneHEAT [Energy Bill Help \(kiswebs-design.co.uk\)](#)