

Making a complaint



If you are unhappy with any part of our services please get in touch.

There are lots of ways you can contact us:

Telephone

Most things can be sorted out over the phone, but if we can't resolve your complaint we will investigate further and provide you with updates along the way.

In writing

You can write to us, email us or use our online form www.enwl.co.uk/contact

Social media

Get in touch on X and Facebook.

Face to face

We can meet you in person either at our offices or we can make arrangements to visit you when it's convenient. This can be done at any stage of the complaint handling process.

We will always do our best to resolve your complaint as quickly as possible and keep you fully updated at all times.

To help us to resolve your complaint quickly, please send us your full contact details including a telephone number. Please provide details of any costs and damages that are part of your complaint when you contact us.


Stay connected...




If you are unhappy with any of our services please get in touch. There are a number of ways to do this...

 www.enwl.co.uk/contact

 electricitycustomerrelations@enwl.co.uk

 0800 195 4141 or **CALL 105**

 Customer Relations
Electricity North West,
Hartington Road,
Preston,
Lancashire,
PR1 8AF.

electricity
north west

Our complaints procedure

If you are unhappy with any part of our service please get in touch.



Electricity North West is regulated by Ofgem. As part of our regulatory requirements, we are required to provide details of any customer complaints to Ofgem for auditing purposes. Your details will only be shared Ofgem for this purpose and will not be shared with any other organisation.

Electricity North West Limited, Borron Street, Stockport, SK1 2JD
Registered in England and Wales. Registered Number: 2366949

ENWL_MA1047



We're Electricity North West and we own, operate and maintain the North West's electricity network.



It's our job to deliver a safe, reliable supply of electricity to your home.



We are committed to providing excellent customer service and our colleagues receive regular customer service training to ensure you receive the best possible service from us.

If we have got something wrong we are really sorry, and hope that you will let us put things right for you straight away. We can usually help you if you talk to us direct about what's wrong.

We will always do our best to resolve your complaint as quickly as possible and keep you informed of the progress at all times.



You don't pay your electricity and gas bill direct to us, this goes to your energy supplier. If you need to make a complaint about your energy bill, please contact them using the details on your bill.

Our complaints procedure



Our Customer Relations Team

We will log your complaint and assign a case owner. Your case will be assigned to an owner on the next working day.

Your case owner will investigate your complaint and remain your point of contact for further communication.



Our Case Specialists

If you are not satisfied with our resolution, you can ask for your complaint to be referred to a Case Specialist, who will review the case to ensure we have carried out a full and thorough investigation.

We will let you know our decision once the investigation is complete.



Our Case Managers

Should a Case Specialist confirm your complaint requires escalation, or upon request from yourself, your case will be passed on to a Case Manager, who will review the case so we can be sure we have taken every possible step to resolve your complaint. This will be referred to as a level two escalation.

Our response will include an apology, an explanation regarding the appropriate remedial action and awarded compensation in appropriate circumstances.



The Energy Ombudsman

The Energy Ombudsman provides a free, independent service between customers and their electricity distribution companies.

If you are not happy with the way in which your complaint has been handled, you may choose to refer your complaint to the Ombudsman.

The Ombudsman will review your case when your complaint remains open for eight weeks or more or we are unable to agree a final outcome with you. This is known as deadlock.

You can contact the Energy Ombudsman direct.

Write to them:
Energy Ombudsman
PO Box 966
Warrington
WA4 9DF

Telephone: **0330 440 1624**
Website:
www.ombudsman-services.org/sectors/energy

You can also contact Citizens Advice for help. You can find your nearest office at **www.citizensadvice.org.uk**