



DIGITALPOWER

Standards of Service

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(2) Legal Standards [Documents are directly uploaded]:

- Privacy Policy
- Data Protection Policy
- Data Retention Policy
- Standard supply Terms and Conditions
- Anti slavery statement

1.1 How we help Vulnerable customers

We care about your well-being and want to make your life easier.

We want to ensure you get the right level of benefit and can include those of pensionable age, disabled or chronically sick or those recovering from an injury, individuals with hearing or sight conditions, those with mental health conditions, pregnant women, parents with young children, and people with specific communication needs. Don't worry if your situation isn't listed; we're here to help! For example, if you need short-term support after a hospital stay.

The benefits of letting us know to mean:

1. you can nominate someone you trust to take care of your account, and we'll send them your statements if they agree.
2. If you struggle to read your meter or have trouble accessing a prepayment meter, we'll happily install a smart meter for you at no extra cost.
3. We understand security concerns too, which is why we allow you to set a unique passphrase for our representatives, who will always carry identification.

4. If you're having difficulties reading your statements, reach out to us, and we'll provide the necessary assistance.

Additionally, if an engineer at your home identifies a dangerous gas appliance, they will promptly inform you and attach a 'Danger Do Not Use' warning label. They'll provide a written gas warning notice, explaining the situation and whether the appliance can be repaired or needs replacing.

Please remember not to use the appliance until it is safe or until you've replaced it. Your safety is our top priority, as an unsafe appliance can lead to carbon monoxide poisoning, a silent threat. If you suspect exposure to carbon monoxide, seek immediate medical attention.

We hope this information helps, and please don't hesitate to reach out if you have any further questions. We're here to assist you!

1.2 Payment difficulties

If you're facing challenges with paying your energy bills, we understand and want to help. Please don't hesitate to contact us as soon as possible so we can discuss your situation and explore possible solutions together.

Once you reach out to us and let us know about your difficulties, we can provide guidance on using your energy more efficiently and offer potential solutions tailored to your needs. These may include:

- Short-term deferment of payment.
- Establishing a debt repayment plan.
- Arranging a regular instalment plan for future bills.
- Exploring the option of payments directly from your benefits

In cases where you don't have a prepayment meter and decline our proposed assistance, we may suggest installing one, if it is safe and reasonably practicable to do so.

Please be assured that we'll make every effort to contact you and work towards resolving the issue before considering disconnecting your energy supply.

We genuinely want to assist you, and we'll do everything within our means to help. However, it's important to note that disconnecting your supply is only considered as a last resort once all other options have been exhausted. Additionally, missed payments may be reported to credit reference agencies, impacting your future credit prospects.

We encourage you to reach out to these organizations for further assistance and support.

Remember, we're here for you, so please don't hesitate to contact us. Together, we can find a solution that eases your financial burden.

1.3 How we support Pre Payment-Meters

We are unable to offer this currently but...

Prepayment meters are a convenient way to manage your energy usage and payments. With a prepayment meter, you pay for your energy in advance by topping up a card, key, or token with credit, just like adding credit to your mobile phone. Here's how it works:

- Topping up: You can visit local shops or use online services to top up your prepayment card, key, or token with credit. This credit is then transferred to your prepayment meter.
- Energy usage: As you use gas or electricity, the cost is deducted from the credit on your prepayment meter. The meter displays your remaining credit, helping you keep track of your energy usage and spending.

Now, let's explore the advantages and disadvantages of prepayment meters:

Advantages:

- Budgeting control: Prepayment meters provide a great way to manage your energy budget effectively. You can easily monitor your energy usage and expenses, making it easier to avoid unexpected high bills.
- Payment flexibility: Prepayment meters offer flexibility in terms of payment frequency. You can choose how much and how often to top up, depending on your personal circumstances and financial situation.
- Debt management: If you've had difficulties managing energy bills in the past, a prepayment meter can help you regain control. It allows you to pay off any existing debt gradually while ensuring you have a supply of energy.

Disadvantages:

- Higher tariffs: Prepayment tariffs can be slightly higher compared to standard tariffs. This means that, over time, you may end up paying more for your energy compared to other payment methods.
- Inconvenience: Topping up your prepayment card, key, or token can be seen as an additional task, requiring regular trips to the shop or online transactions. It's important to remember to keep your meter topped up to avoid running out of credit.
- Potential disconnection: If your prepayment meter runs out of credit, your energy supply may be temporarily disconnected until you top it up again. It's crucial to stay vigilant and ensure you have sufficient credit to avoid interruptions in your energy service.

When considering whether a prepayment meter is right for you, weighing the advantages and disadvantages based on your personal circumstances and preferences is important. If you're unsure, discuss your options, and we can offer guidance and support.

Remember, we're here to help, so if you have any questions or concerns about prepayment meters or any other energy-related matters, feel free to reach out to us.

1.4 Energy efficiency help

Using energy in the most efficient way possible isn't just beneficial for the planet, it's also a smart move for your wallet. Even small changes in your energy usage habits can make a noticeable difference in reducing your energy bills.

Let's break it down and explore some practical advice for electricity, gas, oil, and other heating methods:

Electricity:

- Switch to energy-efficient lighting: Replace traditional incandescent bulbs with energy-saving LED lights. They last longer and use significantly less electricity.
- Unplug unused devices: Many electronics consume energy even when turned off. Unplugging devices when not in use, or using smart power strips that cut off power to idle devices, can help eliminate these energy vampires.
- Use appliances wisely: Opt for energy-efficient appliances with high energy ratings. When using appliances, such as washing machines or dishwashers, run full loads to maximize efficiency.

Gas:

- Insulate your home: Properly insulating your walls, windows, and doors can help retain heat, reducing the need for excessive gas consumption during colder months.
- Set a programmable thermostat: Use a programmable thermostat to adjust the temperature according to your schedule. Lowering the temperature slightly when you're not at home or during nighttime can result in significant energy savings.
- Regular maintenance: Ensure your gas appliances are well-maintained and serviced regularly. This helps optimize their efficiency and prevents energy waste.

Oil and other heating methods:

- Insulate your pipes and tanks: Insulating exposed pipes and heating oil tanks minimizes heat loss and reduces the amount of fuel needed to maintain a comfortable temperature.
- Upgrade your boiler: If your boiler is old and inefficient, consider upgrading to a newer, more energy-efficient model. Modern boilers can significantly reduce fuel consumption and lower heating costs.
- Use zoning and timers: Divide your home into heating zones and use timers to control heating in different areas separately. This way, you can heat only the spaces you're using, maximizing energy efficiency.

Remember, every effort counts when it comes to energy efficiency. Simple changes, like turning off lights when not needed, adjusting thermostat settings, or upgrading to energy-efficient appliances, can lead to tangible savings on your energy bills. Plus, you'll be contributing to a more sustainable future.

If you have any further questions or need personalized advice, don't hesitate to reach out to us. We're here to help you make the most of your energy usage while keeping your costs down.

1.5 Have a complaint?

We're really sorry to hear that something isn't right, and we genuinely want to sort it out for you. Thank you for taking the time to bring this issue to our attention. It's essential for us to be aware of any problems so that we can not only correct them for you but also ensure a better experience for all our customers.

Be assured, we'll do everything we can to avoid making the same mistake again.

Resolving your complaint is our top priority, and we'll work diligently to do so in a timely manner. Here's how we'll handle the process:

1. Understanding the issue: We'll take the time to thoroughly investigate and understand what went wrong and why it happened. This step helps us address the root cause of the problem effectively.
2. Fixing the problem: Once we have a clear understanding, we'll take immediate action to resolve the issue.
3. Communication and next steps: We'll keep you fully informed, explaining the problem, the steps we've taken to address it, and what will happen next.
4. Your preferred resolution: We value your input and will ask if there's a particular resolution you would prefer. We'll take your preferences into account and work towards reaching a mutually agreeable solution.

Our ultimate goal is to provide you with a satisfactory resolution as quickly as possible. Throughout the process, we'll keep you updated and informed about the actions we're taking to rectify the issue.

1.6 Getting in touch

Please reach out to our dedicated team.

When you contact us by phone, we'll ensure we fully understand the issue, so providing some background information would be helpful. We'll make every effort to resolve the matter right there and then during the call.

Regardless of how you reach out to us, please provide the following information:

- Your contact details or account number: We may need to get in touch with you for further information to resolve the issue.
- Background information on the issue: Please provide details about what happened and when.
- Impact on you: Explain how the issue has affected you so that we can better understand its impact.
- Preferred resolution: Let us know if there's a specific outcome you would like to see, and we'll consider it in our resolution process.

With this information, we'll raise a complaint on your account and address it immediately if possible. If we can't resolve it right away, we'll provide you with a timeframe within which we'll work to fix the problem.

Our Energy Specialists undergo extensive training to take full ownership of your complaint. They are knowledgeable in all areas, from metering to billing, enabling them to tackle any issues you may face.

Our Energy Specialists also have the authority to make management-level decisions, ensuring we provide you with the best possible resolution. We regularly update their training to keep up with evolving technology and provide one-on-one support, allowing them to address even the most complex concerns.

The specialist handling your complaint will be responsible for guiding you through the entire process. This ensures that they comprehensively understand your issue and can provide a resolution tailored to your needs.

1.7 Ensuring we serve you

We are committed to providing exceptional service with respect. When our team members come to work, their primary goal is to deliver outstanding customer service.

When you reach out to us, please remember that the person on the other end of the phone or email is a fellow human, just like you. We understand that dealing with energy can be frustrating and worrisome, as we are also bill payers ourselves.

Even though our team members may not be physically present in front of you, your words and actions can have a significant impact. Treating people with kindness and respect costs nothing, but it means everything to us.

To maintain a positive and safe environment, we have a zero tolerance policy for:

- Abusive and derogatory language
- Sexual harassment
- Threats of violence

If any of these behaviors occur, we may need to take appropriate action, such as placing you on hold or terminating the call. In such cases, we may choose to communicate with you solely in writing. Serious threats will be reported to the police to ensure the safety and well-being of our team.

We believe that treating one another with kindness and respect is the foundation of excellent customer service.

1.8 Protecting your data and ours

We take data protection seriously because your privacy matters to us. We want to assure you that we have robust measures to safeguard your personal information and our data. Here's how we protect your data:

- **Secure systems:** We have implemented advanced security measures to protect our systems from unauthorized access and ensure that your data remains confidential. This includes using encryption, firewalls, and regular security updates to keep your information safe.
- **Strict access controls:** We limit access to your data to authorized personnel who need it to provide you with our services. Our employees undergo thorough background checks and receive training on data protection to ensure that your information is handled with care.
- **Confidentiality:** We treat your personal data as strictly confidential and use it only for the purposes outlined in our privacy policy. We do not share your information with third parties unless necessary to fulfill our services or as required by law.
- **Consent and control:** We respect your choices and give you control over your data. We will always seek your consent before using your information for any purposes beyond what is necessary to provide our energy services. You can also manage your preferences and make changes to your data through our user-friendly online portals.
- **Data retention:** We retain your data only for as long as necessary to fulfill our contractual and legal obligations. Once your data is no longer needed, we securely dispose of or anonymize it to ensure continued protection.

- **Compliance with regulations:** We comply with the applicable data protection laws and regulations to ensure that your rights are respected and your data is handled in a lawful and ethical manner.
- **Transparency:** We are transparent about our data practices and provide clear information about collecting, using, and protecting your personal information. Our local privacy policies is easily accessible and written in plain language to help you understand your rights and our commitments.
- **Protecting your data is of utmost importance to us.** We continuously review and update our security measures to adapt to evolving threats and technologies, ensuring that your information remains secure throughout our partnership.

If you have any questions or concerns regarding protecting your data, please don't hesitate to reach out to our dedicated customer support team. We're here to assist you and provide further information about our data protection practices.

1.9 Treating customers fairly, and transparently

We are committed to treating our customers fairly and upholding the conditions of our license. We believe in providing you with a positive and transparent experience throughout our relationship. Here's how we ensure fair treatment:

- **Clear and transparent communication:** We strive to communicate with you in a clear and jargon-free manner. We want to make sure you understand the terms and conditions of our services, pricing structures, and any changes that may affect you. If you have any questions, our friendly customer support team is here to provide assistance.
- **Fair pricing:** We are dedicated to offering competitive and fair pricing for our energy services. We adhere to regulatory guidelines to ensure that our pricing is transparent, reasonable, and reflective of the value you receive as a customer. We regularly review our tariffs to ensure they remain competitive in the market.
- **Accurate billing and metering:** We take great care to ensure that your bills are accurate and based on your actual energy usage. Our metering systems are regularly inspected and maintained to provide precise measurements. If you have any concerns about your meter readings or billing, we encourage you to contact us, and we will investigate and resolve the issue promptly.
- **Complaint resolution:** We have a dedicated complaints handling process in place to address any issues or concerns you may have. We aim to resolve complaints in a fair, timely, and efficient manner. Our goal is to find a mutually acceptable solution that satisfies your needs and ensures your satisfaction.
- **Treating customers with respect:** We believe in treating our customers with respect, dignity, and courtesy at all times. We have zero tolerance for any form of discrimination, harassment, or abusive behavior towards our customers. We expect the same level of respect from our customers when interacting with our staff.
- **Compliance with regulatory requirements:** We comply with all relevant regulations and guidelines set forth by the energy regulatory bodies. This includes adhering to consumer protection laws, license conditions, and codes of practice. We undergo regular audits and assessments to ensure our compliance and continuously improve our practices.

- Continuous improvement: We are committed to continuously improving our services and processes based on customer feedback and industry best practices. We value your input and actively seek ways to enhance your experience with us.

1.10 Having someone in your home

If we ever need to send an engineer to your home to assist with a fault, repairs, or meter replacement, we want to ensure your safety and provide you with a sense of control.

When our engineers arrive, they will introduce themselves and provide the following information:

- Company affiliation: They will inform you which company they are representing.
- Proof of identity: Our engineers will present valid identification to verify their credentials.
- Name and ID number: They will provide their name and a unique identification number.

The ID number includes the following details:

- Name of their organization
- A clear, color photo of the engineer
- Engineer's name

Please review the information provided to satisfy yourself that the engineer is genuine.

If you still have any doubts or concerns about the authenticity of the engineer, please don't hesitate to give us a call. We are here to assist you in verifying whether the person is a genuine representative of our company.

Your safety and peace of mind are our top priorities, and we want to ensure that you feel comfortable and secure when our engineers visit your home.

Guaranteed Standards of Performance

We are committed to providing you with excellent service and ensuring that your experience as our customer is top-notch. We adhere to the highest standards of service, as outlined by the supply license conditions, to guarantee your satisfaction. Here are the key guarantees we offer:

- Reliable Energy Supply: We guarantee a consistent and reliable supply of electricity and/or gas to your premises. We work tirelessly to minimize any disruptions and strive to keep your energy flowing without interruptions.
- Fair Billing and Tariffs: We are committed to fair and transparent billing practices. You can expect accurate bills that clearly outline your energy usage and charges. Our tariffs are designed to be competitive, offering you value for your money.
- Accessible Customer Service: We pride ourselves on providing accessible and helpful customer service. Our knowledgeable team is available to assist you with any queries, concerns, or issues you may have regarding your energy supply. You can reach us through various channels, including phone, email, or our online portal.
- Timely Responses: We understand the importance of timely responses to your inquiries and complaints. We strive to address your concerns promptly, keeping you informed throughout the process. Our goal is to provide you with timely resolutions and keep you satisfied with our service.

- **Data Protection and Privacy:** We take your data protection and privacy seriously. We handle your personal information in accordance with relevant data protection laws, ensuring that it is kept secure and used only for the purposes outlined in our privacy policy.
- **Complaint Resolution:** If you have any complaints, we have a clear and efficient complaint resolution process in place. We will handle your complaint fairly, investigate the matter thoroughly, and provide you with a timely resolution. We value your feedback and use it to continuously improve our services.
- **Account Management:** Managing your energy account should be convenient and hassle-free. Our online platform and customer portal allow you to easily access and manage your account, view your usage, make payments, and update your details. We are here to support you in managing your energy needs.

These guarantees reflect our commitment to delivering exceptional service and ensuring your satisfaction as our valued customer. If you have any questions or require further information about these guarantees or any aspect of our service, please do not hesitate to contact our friendly customer service team. We are here to serve you and provide the best possible energy experience.