

Treating customers fairly

Putting you first





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Paul Coffey, npower CEO

A message from our CEO

Treating customers fairly

“ Here at npower we are committed to treating you, our customers, fairly in everything we do. We're passionate about the service that we deliver and the whole npower team is dedicated to treating our customers in the way that they expect to be treated by a leading energy service provider.

We are continuously striving to improve and develop how we work for you and this booklet is intended to share with you what we have been doing over the last year. We have made good progress, but we know we still have lots to do to ensure that our processes, our systems, and most importantly our people are best equipped to deliver upon the needs of our customers.

Your feedback is really important to help us get things right and I continue to give you my personal commitment, and the commitment of all of us at npower, to be committed to listening to your feedback and acting upon it to make things better for you.

We are absolutely committed to the Standards of Conduct as a key part of our guiding principles to operate in a simple, clear, and fair way. ”



We've put real energy into treating customers fairly

We are fully committed to treating you fairly – and being open, honest and transparent in everything we do.

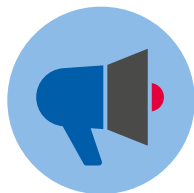
We welcome your feedback – and we listen to your views so we can constantly improve our products and service for you – and in that way earn your trust.

One of our top priorities is supporting customers who need our help most. We help them with our products, their meter readings, when we contact them and with their payments too.

This booklet outlines all the things we've done differently to treat customers fairly in the last year. From metering to bills, from on the phone to online, you can see what we've done to improve things for you. Plus, we've included some information on what we've planned for next year, so that we can make your life even easier.

Any feedback? We'd love you to have your say, tell us what you think and share any ideas you have. You'll find our contact details at the back of this booklet.

You talked, we've listened



Over the last year, we've listened more than ever to what you want so that we can improve the services we offer you. So we've looked at ways to make sure that we're always listening to you:

Customer satisfaction surveys

We carry out online and telephone customer satisfaction surveys with around 2,000 customers every quarter to understand how we can improve our service.

We ask about meter readings, billing, Direct Debit reassessments, customer service and more.

We want to know how you feel and if you've any issues, what you may want to be fixed – and what you think is working well. We'd love to hear what you think, so if you're contacted, please complete the survey.

In our call centres

Sometimes we don't meet our customer's expectations, so when they call in we follow up with either an email or text message to ask about their recent call experience – so that we can learn from this and improve our service in the future.

Online

Through our online customer satisfaction surveys, we can learn what works well for our customers. It's also a chance to understand our customers' frustrations and what we can do to make things easier online.

It's a great opportunity to learn from the feedback from groups of select customers who test out our new features. We use this feedback to then improve the digital experience for all our customers.

Exit surveys

Every quarter we carry out around 500 online and telephone surveys of customers who have left npower to join a new supplier so that we can understand why they left and to help improve our products and services.

Here are some examples of what we've changed after listening to your feedback:

- **Online account:** If you've any questions, we can help you activate your account online when you call us. Once it's activated, we can see just what you see. So, we can quickly guide you through any issues you may have. We can also show you how you can use our online tools to better manage your energy.



- **Online passwords:** Remembering all those passwords can be tricky and our customers told us that they had problems resetting their password for their online account. So we've made it quicker and easier to get it sorted if you forget your username or password. There's now no need for a temporary password, which you'd then want to change to something more memorable. Now we just email you a link so you can change it straightaway. If you forget your username, you can get a reminder by entering your account number, surname and postcode.
- **Home move:** Customers told us that they had to spend a long time on the phone just to tell us that they were moving.

We listened and we reduced the call length by up to 48%, by making our process simpler and took away jargon so it's easier for you to understand what you need to do.

We recognise that moving house is stressful enough and there are lots of organisations like us that need to know that you're moving. We've tried to take away some of the stress and give you more time. We've doubled the time. So you can now tell us online or by phone up to 10 days before you move instead of 5.

Having made changes to our website so our customers can move home online, now you can also almost always choose if you want to take your tariff with you or see if there's another tariff that suits you better. You can do this before or after you move.

- **Segmentation:** We know that a 'one-size-fits-all' approach doesn't suit everyone and some customers find our communications unhelpful, confusing and patronising. So we've worked hard to understand those differences more, so that going forward we can improve our customers' communications and make them more relevant and helpful to them.

Getting the help you need



If you've got a question and want to contact us, we've made it even easier for you this year.

On the phone

We've expanded our call centre teams so we've got more people to answer your calls and questions. To handle queries better and faster, we've improved training to advisors and also introduced simpler information screens.

Online

In January 2016 for the first time we had more interactions with our customers online than over the phone*.

We've also extended our Web chat hours on Monday to Friday to 7am to 11pm and on Saturday from 8am to 8pm so we're on hand for longer to offer you support and help you faster when you chat to us online.

We've dramatically cut our average response times on social media. At the beginning of 2016 the average first response time was around 21 hours – in November it's been just 29 minutes**.

To help customers, we also created a home move video and four Smart meter videos that can be viewed on npower.com and on Youtube. We plan to create more informative videos next year.

* Based on a comparison between information from our customer service systems and online interactions data from multiple sources, such as WebTrends.

** Source: Lithium, August to November 2016.



Since the beginning of 2016, we've halved our waiting times and reduced Ombudsman complaints by 61%

We've halved incoming complaints in the last 12 months

Caring for you



We're fully committed to treating you fairly, caring for you and putting you at the heart of everything we do.

Sometimes you may need a bit more help from us. We are always here to help you – we never judge you. So we have a full range of services:

Our Priority Services may be able to give you free help to support your communication, safety and access needs. You can choose to join our Priority Services Register free of charge. We provide extra services such as large print, Braille or audio bills, plus a password scheme, prioritisation for supply interruption and regular meter readings.

Free Gas Safety Checks – we may be able to offer you a free gas safety check on your gas appliances if you own your own home and are on means-tested benefit.

Our Energywise team give advice on keeping your home warm; give you help if you've any worries about paying your energy bills; and suggest ways to get help from us and other schemes.

CREST – our advisers can visit you at home if you need extra help with understanding how to manage your energy needs.

ECO is a government initiative offered by npower to help to pay for energy efficient changes to your home that could help you save energy and money.

The Warm Home Discount of £140 is automatically paid in the autumn to you towards your electricity if the Department of Work and Pensions tells us you're an npower customer who receives the guaranteed element of Pension Credit. A broader group discount is available if you meet income, parental responsibilities and/or disability criteria. Applications are invited in the autumn for payment early in the new year .

npower's Affordable Solutions team can help you if you're unable to pay your energy bills They listen to your circumstances to find a suitable repayment method that's tailored to you and your needs. They also have specialist knowledge of other services, grants and benefits to help you.

npower's Energy Fund could help you get into regular payments if you're struggling to pay for energy.

npower's Macmillan Fund could help you with your energy bills if you're an npower customer affected by cancer and you can't afford sufficient heat.



npower Health Through Warmth® could help you if you have a long-term illness and you can't afford to fully pay for heating and insulation improvements that could save you energy.

npower Fuel Bank™ partners the Trussell Trust to give you a top-up meter voucher if you're a client at selected food banks and you have a pre-payment energy meter.

Improving our journey together



We always want to make sure that we get things right for you. So here's what we've done to make sure we keep on improving and implementing new ideas at every stage.

Getting a quote online

We've now made it even easier online for you to find the right tariff for you and switch. You can now compare our prices, whether or not you know which tariff you're currently on.

We'll even email your quote to you so you can come back easily when it suits you.

Online account

With an online account we can remind you by email or text message when it's time to send in your meter reading to help you get more accurate bills.

As well as meter readings, bills and payments, you can track and compare the amount of energy you use with other households like yours.

See page 14 for the improvements we've now made to our app.

A Smarter world

We've continued to replace all our traditional gas and electricity meters with Smart meters – and we'll be increasing this significantly over the next 4 years.

Along with the a Smart meter, customers will be offered a Smart energy display for their home – this will let them see their energy use in pounds and pence, helping them have greater control over what they use.

When you have a Smart meter, you should have no more estimated bills and there's no need for you to submit meter readings. The only time we'll need to visit you is when we need to carry out a routine safety check.

The Smart meter installation has been a largely positive experience, with 86%* of customers expressing overall satisfaction with npower.

We've some new features coming soon if you've a Smart meter. You'll be able to see when you're using the most energy as it will give you both a daily and 30-minute display. Plus, you'll be able to get personalised monthly reports to help you understand the energy you use and keep you on track.

Simpler bills online

Our new online bill summary gives you a clear snapshot of your latest bill when you log in – without having to download the full PDF. Previously 42% of our customers who visited the bills and payments section of our website felt they needed to download their full PDF bill. Now the number is just 18%, so it's a good sign that we're making things simpler. Of course, the full bill is there for you to view if you want to.

We've made it mobile-friendly too, so that at a glance you can see how much energy you've used and how much to pay.

Simpler payments online

We've made improvements so you can see any payments you've made in your online account straightaway – and we'll soon also be doing this to confirm any Direct Debit changes too.

If you're moving home

Since last year when we made it easier for you to tell us when you're moving home, 34,000 customers have told us about their move online – that's one in three*.

For a number of years you've had the choice of changing your tariff or taking your current tariff with you to your new home. Now you can also almost always do this when you tell us about your home move online, before or after you move.

Resolving issues when we've made a mistake

We've improved the way we handle and resolve complaints, so that we can understand your concerns, fix the problem and agree a resolution as quickly as possible.

We've done this by improving complaint handling coaching and making it easier and quicker for advisors and manager to resolve issues.

We're committed to putting things right promptly when we make a mistake and know we must do better.

For customers wanting to make a complaint, we're continually working to make it easier for you to find the information you want on our website, so we'll soon be able to deal with complaints even more quickly and effectively.

If you've followed our complaints process and you're still not satisfied with the Final Response letter – or we haven't been able to resolve your complaint within 8 weeks – you can pass your complaint over to the Ombudsman Services: Energy. We'll write to you at that time with these details.

Ombudsman Services: Energy



Telephone:
0330 440 1624

Text phone:
0330 440 1600



Online:
ombudsman-services.org/energy



Email:
osenquiries@os-energy.org

* Source: npower internal data Quarter 3, 2016.

* Source: WebTrends November 2015 to October 2016.

We've improved communication



We've improved the way we communicate this year, especially on social media.

Web chat: We've extended the live Web chat hours on Monday to Friday from 7am to 11pm and on Saturday from 8am to 8pm. Just send us a message and we're on hand to offer support for longer, so we can help you quicker when you need it.

On social media

We've expanded our dedicated social media team so that in Web chat we can answer your queries better and quicker – we've reduced response times by around 89%*.

Facebook: We're increasingly using Facebook – customers can contact us directly from there and we've added more useful information on everything from understanding your bill to energy-saving top tips that could save you money.

YouTube: we've expanded the number of videos, so they now include step-by-step help for when you move home and when you get a smart meter. We plan to create more informative videos next year.

Coming soon

In 2017 we'll launch a new look for npower.com – by refreshing it with new content, streamlining the design and creating a better user experience. We've tested it on our current customers, so we can develop the design from their feedback – making sure it's easy and quick to find the information you want – and simple to use on your mobile.

By post

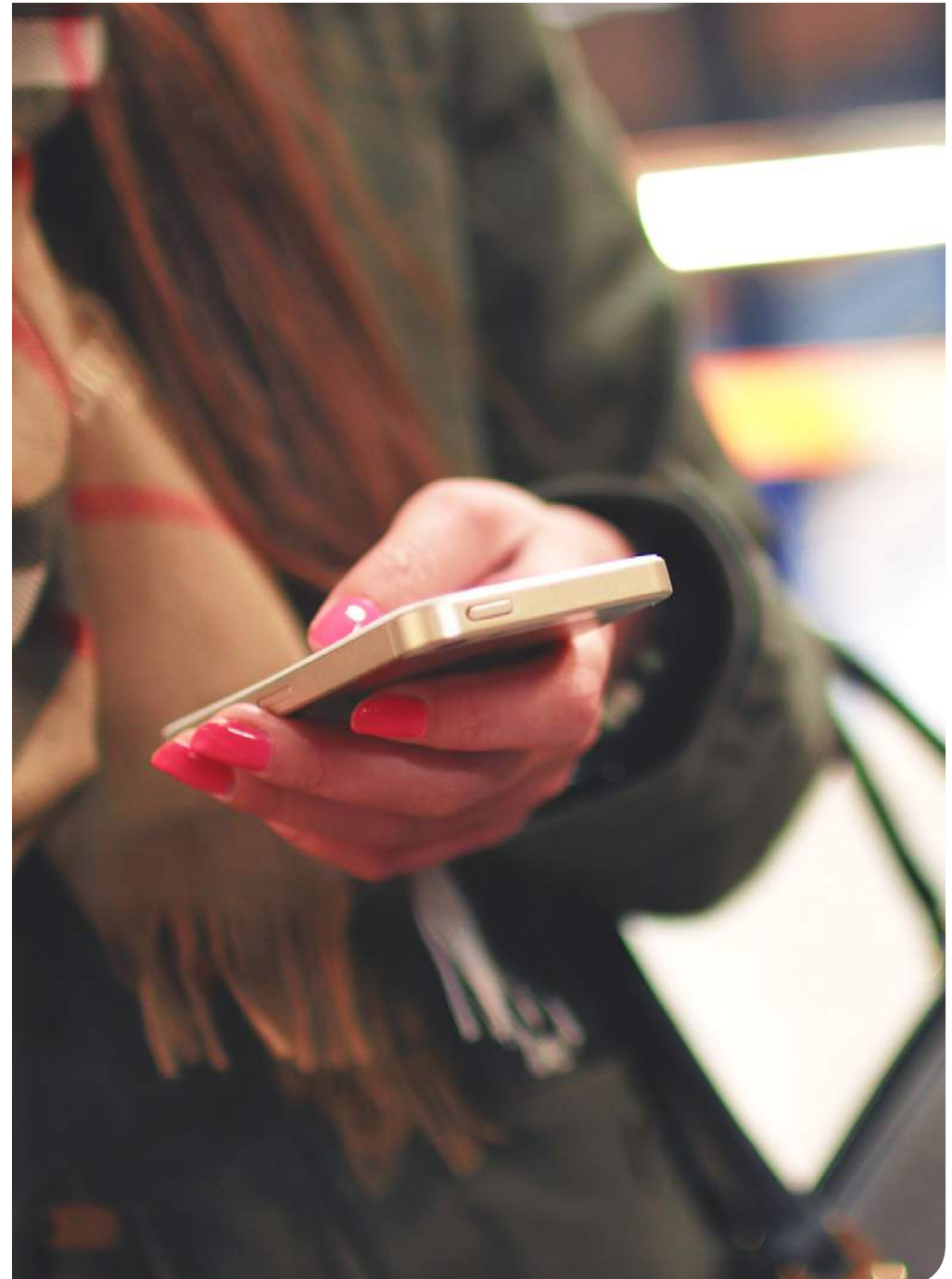
We'll continue to make sure that all your postal preferences are logged on our system – so if you want to go paperless and receive your correspondence by email, you can.

On the phone

We always aim to try to contact you at a time that's convenient for you, whether it's earlier in the morning, during the day, in the evening or on a Saturday. We're open Monday to Friday 8am to 8pm, and Saturday 8am to 6pm.

We're continuing to aim to call you within 15 minutes of you getting in touch with us via an online form.

**Source: Lithium, August to November 2016.



A better service for you and your home



We always work hard to make sure that you're on the right tariff for you, so you're not paying more than you should for your energy. We also want to help you make energy-efficient savings, so you use less energy – which could help you to save money.

We also want to help the environment too – so we encourage customers to 'go paperless' and manage their account online. Also, some of our most advantageous tariffs are only available to customers if they manage their account online.

Keep track with our app

We've now improved our app for both Android and iOS phones: so now you can manage even more on the go, wherever you go.

It's now even easier for you to use the npower app as we've made navigation even better and made it a more intuitive experience based on your device. So now you're only ever a few taps away from what you want to do.

- **Improved accessibility** – app users who have the functionality on their devices can now increase font sizes.
- **More streamlined** – so it has a sleeker, more modern look and feel.

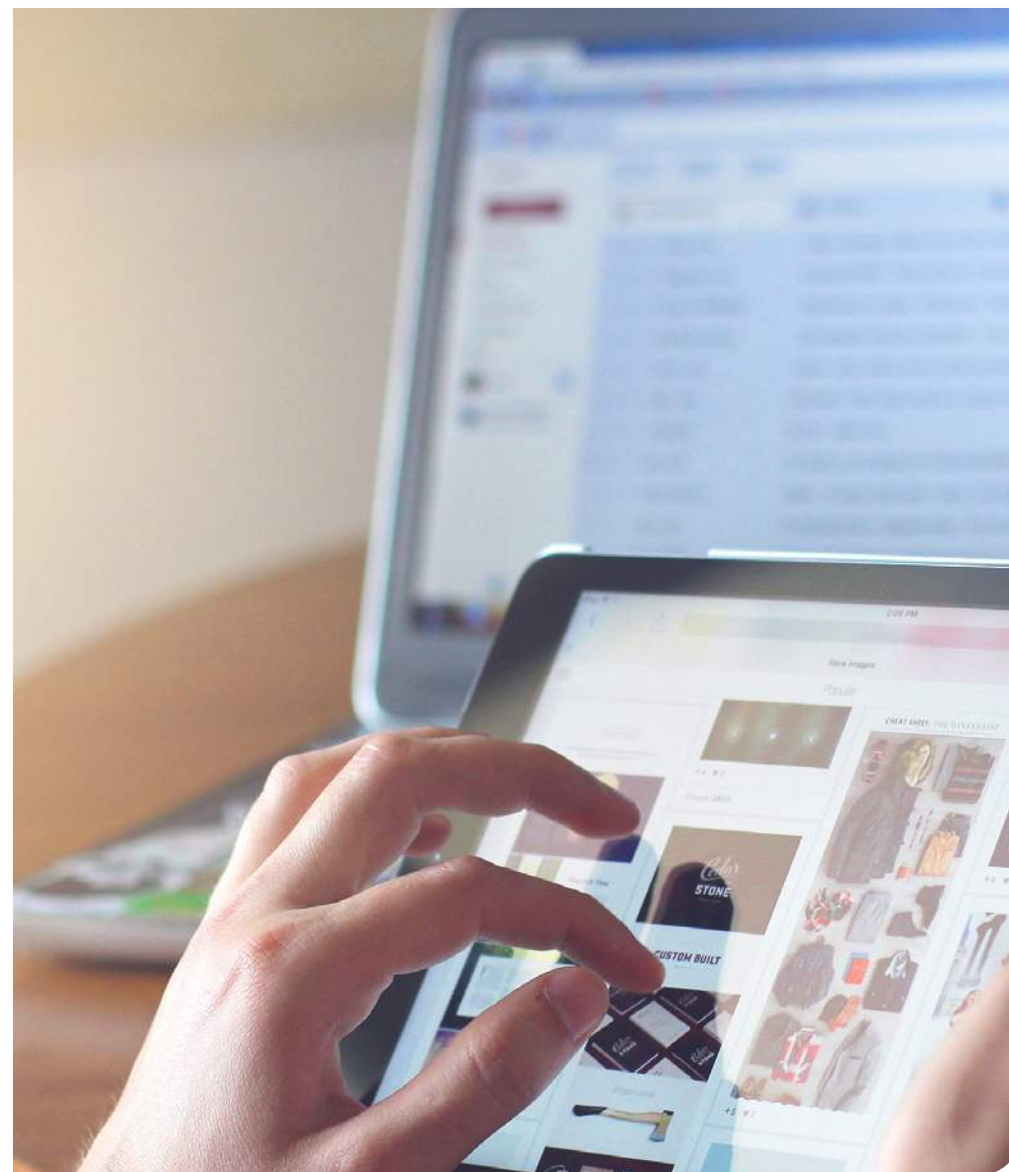
- **Enhanced adaptability** – so it now can work on more devices in the marketplace – both phones and tablets.
- **It's now operating system specific** – so it improves the performance when it works on both Android and iOS platforms.
- **Customer satisfaction** – we've seen a 4% improvement for iOS phone users since we made these changes*.

The npower app has been downloaded over 126,000 times this year**.

It's an easy way to view statements, pay bills and send meter readings – there's even a torch if your meter is stored in a dark cupboard.

You can track your energy – and compare it to previous months in £s, kWhs and CO2, so you could spot how to save money.

You can see what's coming up in your account too – such as meter reading reminders, energy bills that need paying – so you don't miss anything. You can even set up app reminders for these too.



Getting Direct Debit amounts right

We only want you to pay for the energy you use. So when you send in your meter reading, we check it against your Direct Debit amount. If you're paying too much or too little, we'll

suggest changes to help you get back on track and stay there. Soon you'll also be able to request a refund online if you're paying too much.

* Source: Foresee customer satisfaction survey, June to October 2016.

** Source: App Store, January to October 2016.



Keeping in touch

Ombudsman Services: Energy



Email:
standardsofconduct@npower.com



Write:
**Standards of Conduct – npower
Customer relations
PO Box 210
Houghton-le-Spring
DH4 9DG**



Online:
npower.com



Telephone:
**0800 073 3000 or
0330 100 3000**
Our UK call centres are open
Monday to Friday 8am to 8pm and Saturday
8am to 8pm

Text phone:
**0800 413 016
0330 100 3000**



Twitter:
@npowerhelp



Facebook:
facebook.com/npowerofficial



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