



OUR COMMITMENT TO CUSTOMER SERVICE

An **RWE** company

OUR COMMITMENT TO CUSTOMER SERVICE

Around 6.7 million homes and businesses rely on us every day for their energy. Our success depends on our ability to respond to customers' changing needs and deliver the highest quality service. That includes selling our products responsibly, protecting the most vulnerable members of society and helping our customers to reduce their carbon footprint.

We continually invest in our people, systems and procedures to improve the quality of our customer service and the way we sell our products. We also understand the effect that changing energy prices has on our customers' daily lives. So we continue to develop products and services designed to help them use less energy and to budget more.

We are committed to acting on the feedback we get from our customers. We do this by making sure that we use regular feedback from our monthly satisfaction surveys and by talking to our customers direct and assessing our customer feedback forms. All these methods allow us to understand what is important to our customers so we can decide where to focus our efforts in delivering the best possible service and make sure that we are delivering what we have promised. This forms part of our wider commitment to responsible business practice.

We want to understand what is important to our customers so we can deliver a high quality service. That is why we ask our customers what is most important to them. As a result of our research, we have developed this statement of principles which describes our commitments to our customers.



Volker Beckers
Group CEO, RWE npower



OUR COMMITMENT TO OUR CUSTOMERS

Statement of Principles

1

We listen to our customers and act on the feedback we receive

We are committed to acting on the feedback we get from our customers and making sure that we understand what is important to them by always staying in touch. This includes carrying out monthly satisfaction surveys and talking to our customers direct, along with using our customer feedback forms. By understanding what is important to our customers, we can decide where to focus our efforts and provide a high quality service.

2

We aim to provide a high quality service to all our customers

We invest in training our people, along with our systems and procedures, to improve the quality of our customer service and the way we sell our products. The ultimate goal of our frontline advisers who work in our UK contact centres is to deal with customers' questions the first time they contact us. We are committed to making it straightforward for our customers to contact us. We also have a dedicated team of advisers to help our most vulnerable

customers. We pick our residential sales team, who sell door to door and over the phone, by using a rigorous recruitment process. We give them a wide range of training to make sure they always sell responsibly, sensitively and in line with legal requirements as well as formal and self-regulation.

3

We ensure fair pricing, provide easy to understand bills and offer discounts

We understand the effect that changing energy prices has on our customers' daily lives. So we continue to develop products and services designed to help them use less energy and budget more. We also know that it's important for our customers to understand how we have worked out their energy bills, so we provide clear and easy to understand bills approved by Plain English Campaign. We offer three ways to pay and give customers advice on the best options for them. We also provide extra support to those customers who are struggling to pay their energy bills. Our energy debate website www.thebrighterenergydebate.com aims to help our customers understand the complexities of the energy industry and discusses the issues that affect us all – from energy bills to energy efficiency.



4

We work with our customers to help them reduce their carbon footprint

We are responding to the growing demand for energy efficiency solutions from both our business and residential customers to help them reduce their bills and reduce the amount of CO₂ they produce (their carbon footprint). Our specialist teams help our customers reduce the amount of energy they use by providing energy efficiency advice and subsidised (sometimes free) home improvement services. We provide certified green energy through our 'National Trust Green Energy Product' and our 'Juice tariff'. Our 'Climate Cops' education programme is designed to show young people how they can take the lead and set a greener example, at school and at home, and follows the Government's National Framework for Sustainable Schools.

5

We invest in new technology to improve our service to our customers

We continue to invest to improve our IT systems and the services we provide. We will provide accessible solutions to meet our customers' needs. Our customer

service centres based in the UK are dedicated to delivering the best in customer service. Our customers can manage their accounts online and we can send them emails to remind them to read their meter. They can also access their account from their mobile phones. Our Smart power programme is leading the way in smart meter technology. It allows them to monitor the amount of gas and electricity they are using and will help them get rid of estimated bills.

6

We invest in the community

As a major energy supplier and employer we recognise that our operations have a significant impact on the community. We take our responsibilities to the community seriously and we aim to give something back to the communities we serve. We know that our employees are proud to support our education and community programmes. We also know that these programmes help us keep the trust of everyone with an interest in our business. We were the first energy company to receive the prestigious Business in the Community CommunityMark which recognises our work investing in the community.





**Our Customer Charter:
a commitment to
providing quality service**




Our customer charter

If you would like to find out more about our customer commitments please go to www.npower.com/didyouknow where you will find our customer charter.

Our customer commitments

- Listening to our customers.
- Providing a high quality service.
- Fair pricing.
- Tackling climate change.
- Investing in new technology.
- Investing in the community.



Our corporate responsibility report

We are a Platinum Company in the Business in the Community Corporate Responsibility Index. If you would like to find out how our customer commitment forms part of our wider approach to responsible business practice, please follow this link – www.rwenpowercr.com/

