

Treating Customers Fairly

– PFP Energy

Here at PFP Energy delivering great customer service is at the core of everything we do. We aim to treat you with honesty and integrity so that you can be confident that we are looking out for your interests!

We're doing this by:

- Our tariffs will be clear and easy to understand. We will aim to get you on the right product for you.
- Our communications will be clear and simple. We will aim to remove the jargon and talk to you in a way that makes sense.
- Our people will treat you how you should be treated – like an individual. We train our people to listen, understand and resolve. We will aim to resolve your queries first time and will be clear on our actions where we can't.
- Our bills will be simple, accurate and clear. We aim to ensure you receive your bills when you expect them and that they will be accurate and easy to understand.

We want to be here when you need us:

- You can speak to us easily at our UK based call centre.
- You can also email us at a time convenient to you.
- If you tell us we haven't got it quite right we will act promptly and courteously to fix it.
- We will be clear and transparent in all our interactions with you.

We'll produce a 'Treating Our Customers Fairly' statement on a yearly basis, detailing our achievements and how we are going to continuously treat our customers fairly and improve our service – we will always endeavour to keep our promises.

Here's how you can get in touch

We always want to improve so please let us know if you have any feedback that can help us make it better. You can contact us on:



01772 395777 8am–8pm Monday to Friday and 9am–1pm Saturday



complaints@pfpenergy.co.uk



**PFP Energy
Unit 2
Edward VII Quay
Navigation Way
Ashton-on-Ribble
Preston
PR2 2YF**

You can also use our “contact us” section on our website at www.pfpenergy.co.uk
You can download a copy of our Treating Customers Fairly statement directly from our website.