

Treating Customers Fairly Statement

When PFP Energy began we made a clear statement that we wanted to treat our customers fairly, we wanted to make our tariffs simple so our bills would be easy to understand. We wanted to communicate to our customers in a way that they would understand. Treating customers fairly and acting with integrity is a simple statement but it is embedded in how we designed our bills, our portal, our interactions with our customers, and what we continue to strive to do. OFGEM, the energy regulator, set out the energy industry Standards of Conduct in 2013. The aim of these Standards is to improve the experience customers have with their energy supplier and ensure they receive fair treatment.

How are we doing?

At PFP one of our core values is that we will treat customers fairly in everything we do. This is an intrinsic value that all members of staff adhere to. In order to do this we ensure:

- **We will act in a fair, honest, transparent, appropriate & professional manner**
Our customer service advisors are trained to prioritise customer satisfaction. Behaving fairly, honestly and transparently is core to our mission of being an ethically and responsibly run energy supplier.
- **The information that we give you will be: complete, accurate and truthful; in clear and plain language; related to products and/or services that are appropriate to your needs; presented in a way that highlights the information that is relevant to you.**
We've worked hard to make our customer communications as easy to understand as possible. Our policy is to provide customers with written and verbal communication in plain English by using simple, easy to understand language without any confusing jargon. When things go wrong, we tell our customers exactly what has happened and exactly what we'll do about it, explaining everything so our customers are in full possession of the facts.
- **Make it easy for you to contact us**
We want it to be as easy as possible for customers to contact us when they have an enquiry. Customers can easily get in touch with us in a variety of ways, including:
 - Telephone – a local rate number which is free to call from landlines and most mobile phones (subject to network provider).
 - Email or Written Letter – We aim to respond to letters and emails within five working days of receipt.
 - Interactive contact form – available on the website.
 - Social media channels.
 - Web Chat – available on our Help and Support page.
- **We will act promptly to help you in a friendly and courteous way. If things go wrong we will help you to sort it out quickly**
We work to ensure complaints are handled efficiently and that we achieve a prompt and satisfactory outcome for customers whenever we can. We have recently made improvements to our Complaints Handling Procedure which has reduced complaints and led to quicker resolutions. Our complaints procedure is available on our website. We have also voluntarily added our complaints performance.
- **Vulnerable customers**
We keep our Priority Services Register up to date to ensure vulnerable customers get the level of assistance they require. Please see our PSR Statement for further information.

Service and treatment customers can expect

We always aim to give outstanding customer service. As part of our commitment to our continued improvement against the Standards of Conduct we will be reviewing and amending The Treating Customers Fairly statement as necessary on an annual basis.

Contact us

We're open:

Monday to Thursday: 9am-1pm and 1:45pm-4:45 pm

Friday: 9am-1pm and 2pm-4:45 pm

Call us: 01772 395777

Email us: hello@pfpenergy.co.uk

Chat to us: <https://pfpenergy.co.uk/help-support/>

Social Media:



<https://www.facebook.com/pfpenergy>



<https://twitter.com/pfpenergy>