

# TREATING CUSTOMERS FAIRLY



Wasps Energy takes its responsibilities with regards to industry standards of conduct very seriously. We are all about achieving the best outcomes for our customers. We believe that customers can have a great relationship with their energy retailer. We think every energy retailer should be treating their customers fairly and shouldn't need to set out how they're going to do this in writing, because it should already be happening, and it should be part of everything they do.

Wasps Energy has a dedicated call-centre to service the needs of our customers. We will make it easy for you to get in touch with us, and we will make it clear how to do so. When you do get in touch we will answer promptly and courteously.

If you have had contact with us we will ask you how it went (although this is not a mandatory survey). If you do give us feedback, we will act on it, and let you know what we have done.

When we send you information (or present it to you in our mobile app and web portal) we will do our best to make sure it is clear and simple and relevant (especially things like bills and usage information).

We will tell you the truth – especially if we have made a mistake. If you have a complaint we will make the process as painless, transparent and timely as possible. We will tell you what we are doing, why we are doing it, and how long it will take.

We look forward to showing you our excellent customer service.