

Information supplied in accordance with Schedule 4 (Regulation 10.1) of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

Official name of ADR body: Energy Ombudsman Ltd

Address: Energy Ombudsman Ltd: Energy, PO Box 966, Warrington, WA4 9DF

Telephone number: 0330 440 1624

Web address: www.ombudsman-services.org

Fees charged: Energy Ombudsman ADR procedure is, and will continue to be, free to use for consumers.

Language in which complaints can be submitted and handled: Energy Ombudsman Ltd provides a free of charge translation service that offers 150 different languages other than English, including Welsh, allowing those users of the service full access to the ADR procedure (whether that be submitting an initial complaint or conducting the remainder of the procedure).

Types of disputes covered: problems with energy bills; problems resulting from an energy company's sales activity; problems resulting from switching gas or electricity supplier; physical problems relating to the supply of energy to a home or small business, such as power cuts and connections; micro generation and feed-in tariffs (FITs); and problems relating to the provision of services under the Green Deal.

Sectors and categories of disputes covered: Handles domestic and cross-border disputes relating to the energy sector.

Dispute handling options, eg in person, written, oral: Consumers can raise a complaint online (via the website), by email, by telephone or by post.

Whether the outcome is binding: the resolution is binding on the company and enforceable.

Grounds for refusal to deal with a dispute:

- a) that the Complainant has not submitted to Energy Ombudsman Ltd within 12 months, or any other period specified within a relevant Annex, from the date upon which the Participating Company has given notice to the Complainant it is unable to resolve the complaint with the Complainant (or issued a deadlock letter);
- b) of which the complainant had notice before the date when the relevant Participating Company joined Ombudsman Services unless the Participating Company consents otherwise;
- c) to the extent such matter has been or is the subject of Court proceedings or arbitration or some other independent procedure for the determination of disputes brought by the complainant (unless such proceedings, arbitration or other procedure have been abandoned, stayed or suspended either by or with the consent of the relevant court, arbitral or procedural body or with the written consent of the relevant Participating Company);
- d) which either does not concern or relate to the Complainant or to a service of the relevant Participating Company falling within the jurisdiction of Energy Ombudsman Ltd;
- e) if it appears to the Ombudsman that the complaint is frivolous or vexatious; or
- f) if dealing with the complaint, or a complaint of its type, would seriously impair the operation of Energy Ombudsman Ltd.