

## If we've got something wrong, let us know so we can put it right

We want to make sure we're giving our customers the best service possible. But sometimes things can go wrong. If this happens, we want to put things right for you as quickly as possible and learn from your feedback.

### Let us know if you have an issue

Our expert team will try to resolve it straight away wherever possible. We'll say sorry if we've made a mistake, explain what went wrong, and fix any issues.

Pay Monthly phone	0330 303 5063
Pay As You Go phone	0330 175 9669
Email	<a href="mailto:complaints@ovoenergy.com">complaints@ovoenergy.com</a>
Webchat	<a href="https://ovoenergy.com/chat-now">ovoenergy.com/chat-now</a>
Post	OVO Energy, 1 Rivergate, Temple Quay, Bristol, BS1 6ED

### If we can't resolve it straight away:

Some issues are a bit trickier. These might take longer to fix, or for us to reach the right resolution.

If that's the case – or you're not happy with our response – we'll escalate your complaint to one of our specialists.

They'll keep you fully updated on the next steps, and the progress of the issue. We'll try again to get to a resolution that works for everyone.

### The Energy Ombudsman

If we can't agree on a way forward or you're unhappy with our final response, you can contact the [Energy Ombudsman](#). This free service gives independent and impartial advice.

You can also contact the Ombudsman if your complaint has taken longer than 8 weeks to resolve and you're not happy with the progress.

They'll carry out a free, independent investigation for you. The outcome of the investigation will be binding for us, but not for you. They can ask us to take various actions. These include apologising, explaining what happened in more detail, fixing the issue, or giving compensation.

Phone: **0330 440 1624** (Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm)

Post: PO Box 966, Warrington, WA4 9DF

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

## Independent help and advice

It's important you know your rights when it comes to energy. You can get free, independent advice from these official services if you have questions about your bills and meters, or discounts, grants, and plans.

### Citizens Advice

If you live in England or Wales, go to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call **0808 223 1133**, Monday to Friday, 9am to 5pm. Relay UK: 18001 followed by **0808 223 1133**. Calls are free.

If you live in Scotland, go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland on **0808 196 8660**, Monday to Friday, 9am to 5pm. Relay UK: 18001 followed by **0808 196 8660**. Calls are free.

### StepChange (debt support)

Call **0800 138 1111**, Monday to Friday, 8am to 8pm, and Saturday, 8am to 4pm.

### Energy Savings Trust (energy efficiency advice)

Call **0800 444 202** (England); **0808 808 2282** (Scotland); **0808 808 2244** (Wales); **0800 111 4455** (Northern Ireland).

### National Debtline (debt support)

Call **0808 808 4000**, Monday to Friday, 9am to 8pm, and Saturday, 9.30am to 1pm.