



# If something's wrong, let us know and we'll put it right.

We always want to give our customers the best service possible, even when things don't go to plan. If this happens, it's our job to put things right.

## Contact us to make a complaint.

You can get in touch by phone, email, or post:

### Solar panel and battery systems

Phone:

**0330 102 7416**

Email:

**solar@ovo.com**

### Heat pumps

Phone:

**0333 034 1565**

Email:

**heatpumps@ovo.com**

### Vehicle-to-Grid

Email:

**v2g@ovoenergy.com**

### Smart Home trials

Email:

**smarthometrials@ovoenergy.com**

### EV chargers

Phone:

**0330 303 5059**

Email:

**electricvehicles@ovoenergy.com**

### Energy Experts

Phone:

**0333 034 1562**

Email:

**energy.experts@ovo.com**

### Charge Anytime promotions

Phone:

**0333 034 1613**

Email:

**chargeanytimepromo@ovo.com**

All phone lines are open Monday to Friday, 9am to 5pm (closed bank holidays).

Post:

**Zero Carbon Living Product Complaints**

**OVO**

**PO Box 5280**

**Worthing**

**BN11 9IRG**

## We'll work to resolve your complaint.

We'll look into what went wrong, why it happened, and clearly explain what we're doing to fix it. We aim to reply to all complaints within **2 working days**.

## Some complaints might take longer to fix.

Our goal is to make sure you get the best possible outcome. Trickier complaints might need more time to investigate and resolve. We aim to find a solution to complaints within **2 weeks**. We'll keep you updated if it takes longer.

## You can take your complaint to HIES.

If you're unhappy with our solution, or we can't agree on the next steps, you can contact the **Home Insulation & Energy Systems Quality Assured Contractors Scheme (HIES)**. HIES offers a free mediation service that helps both parties come to an agreement.

## How to contact HIES.

Post:

**Centurion House  
Leyland Business Park  
Centurion Way  
Farington  
Leyland  
PR25 3GR**

Phone:

**0344 324 5242**

Email:

**info@hiesscheme.org.uk**

Online complaint form:

**[gaschemesupportservices.formstack.com/forms/installer\\_complaint](https://gaschemesupportservices.formstack.com/forms/installer_complaint)**

## There are other places where you can find help.

You can get free, independent advice from the services below:

### 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**. To contact a Welsh speaking adviser call **0808 223 1144**. 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.

**For British Sign Language enquiries:**

Go to **[contactscotland-bsl.org](https://contactscotland-bsl.org)**.

### 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.