

Clear investment. Pure energy.

CUSTOMER CHARTER AND SERVICE STANDARDS





OUR CUSTOMER CHARTER

Dear Customer,

As the sole supplier of electricity in Jersey, meeting our customers' present and future needs is our highest priority. We strive to exceed your expectations in all your dealings with us.

Our core business objectives are to provide you with affordable, fairly priced, sustainable energy and related services, while ensuring secure and reliable electricity supplies.

We are also committed to minimising our impact on the environment and helping our customers to do the same.

We do this by supporting initiatives that both help to protect the environment and conserve resources.

We have a dedicated Customer Care Team who handle the majority of customer enquiries. However, you can expect all our staff, across all areas of our business, to work to this Customer Charter and these Standards of Service.

May I finally encourage you to please take the time to provide your feedback on any aspect of our service. This is crucial to helping us improve as we go forward.

Yours sincerely



Chris Ambler,
CEO, Jersey Electricity

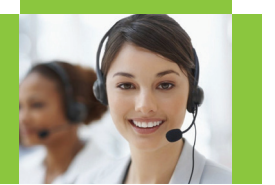


Our commitment to you

We will at all times:

- ✔ Be courteous, willing to help and be responsive to your needs.
- ✔ Treat you fairly, openly and professionally.
- ✔ Provide timely, clear and honest advice.
- ✔ Aim to provide you with timely and accurate invoices.
- ✔ Demonstrate a high level of professional competence in providing advice on our services.
- ✔ Aim to resolve any concern or complaint as quickly as possible and keep you abreast of progress.
- ✔ Use your feedback to improve our products and services.
- ✔ Do our utmost to ensure your safety, that of the community and our staff.
- ✔ Help you to use our products efficiently, including providing free advice to help reduce your energy use.
- ✔ Assess whether you are on the correct tariff, taking account of your past usage and your views on your future consumption.
- ✔ Give customers with special medical needs, who have registered for our 'Extra Care' Service, the highest priority.
- ✔ Meet or exceed our Standards of Service.

Help us to help you



- Please have your Customer Number and Premise Number to hand when you contact us. (These can be found at the top right of your bill)
- Don't delay: Contact us as soon as you have a problem so we can resolve it quickly.
- Our staff will volunteer their name, so keep a record of who you speak to and when, along with any reference numbers they give you.
- If you feel you need to speak to someone more senior, please ask to speak to a Supervisor or the Customer Service Manager.
- We welcome your feedback. So please let us know how we are doing. Your compliments or complaints, will help us learn and improve.

To give us your feedback or register a complaint, please contact our Customer Care Centre in one of the following ways



- Use our online feedback form on our website www.jec.co.uk
- Email jec@jec.co.uk
- Fax 01534 505565
- Write to:
Customer Service Manager,
Jersey Electricity plc
PO BOX 45, St Helier JE4 8NY
- Call our Customer Care Team on 505460.

We will respond to a complaint within two working days and provide a reference number for your enquiry.

We will provide a more detailed response within 10 working days aimed at resolving the issue.

Alternatively, we may have to arrange to visit your premises within 10 working days.

Standards of service

1. Connection to the network: New supplies and changes to existing supplies



When we have received a fully completed 'Electricity Supply Enquiry Form' and the required drawings we will:

- Acknowledge your enquiry within two working days.
- Send you a written quote within 15 working days for the cost of providing a normal supply or changing an existing one if the works are straightforward.
- Send you a written quote within 25 working days if we need to carry out significant network reinforcement.

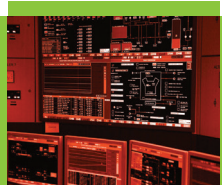
You can download a 'Supply Enquiry Form' from our website www.jec.co.uk Please note that an incomplete form may result in delays to your enquiry.

2. Main fuse failure or faulty meter



If you lose supply due to a main fuse failure or faulty meter, we will respond within three hours of being notified of the problem during our normal published working hours, or within four hours outside these hours.

3. Notice of planned disruption to your supply



If we ever have to interrupt your electricity supply to carry out essential, planned work on our system, we will give you at least two days' written notice.

4. Unplanned disruption to your supply



If your electricity supply is lost due to a failure on our distribution network, under normal conditions we will restore the supply within 18 hours of being notified of the loss.

5 Responding to your enquiry or complaint



We will always try to resolve your enquiry when you first contact us. If this is not possible, we will:

- Provide an initial response within two working days.
- Provide a more detailed response within 10 working days.
- Alternatively, we may arrange to visit your premises within 10 working days.

6 Keeping appointments



We will agree to attend on a specific morning or afternoon to provide any of our services. Where possible, we may be able to offer you a 'first call' appointment. We cannot usually offer specifically timed appointments.

Exemptions to these standards

Jersey Electricity will at all times strive to achieve or better these Standards of Service. However, there may be exceptional circumstances when this is not possible. We will advise you of the circumstances at the time.

- We are unable access your premises or it is not safe to do so.
- We are prevented by severe weather conditions.
- We are prevented by circumstances outside our control or exceptional operating conditions.
- Legal obligation precludes compliance with these Standards.

For more information, Please call our
Customer Care Team on 505460
or visit www.jec.co.uk



The Powerhouse, PO Box 45, Queens Road,
St Helier, Jersey, JE4 8NY
Tel: 505460
Fax: 505565
Email: jec@jec.co.uk

