



We put you at the heart
of everything we do


British Gas



We put you at the heart of everything we do

We believe in always doing the right thing for you, our customer. Nowhere is this more important than in the energy sector where we are at the heart of your home, helping to keep things running smoothly.

Our commitment to you is that we will always:

- give you all the information you need to make the right choice about your energy requirements;
- do our best to communicate with you in a clear and straightforward way – without unnecessary jargon or complex terms;
- aim to provide an excellent customer service;
- put things right quickly if anything goes wrong;

- take a sympathetic approach to customers who get into difficulties and go the extra mile to support our vulnerable customers.

Everything we do is built around what works for you and takes account of feedback we regularly receive from our customers. We use this information to improve the products and services we provide.

We encourage all our employees to test the customer experience, whether that be through visiting our call centres or accompanying our engineers on customer visits. We are always looking for ways to make our customer experience even better than it is today.

You can be confident of fair treatment

We know everyone's different and needs different things from us. So we'll always treat you as an individual. Some examples of this are set out below.

A sympathetic approach if you're struggling financially

If you fall into difficulties with your energy bill, get in touch with our specialist team as soon as possible. The sooner you speak to them, the sooner they can help. We always take a sympathetic approach in these cases and will work out a solution which meets your needs. We also work with several charities including our own British Gas Energy Trust. These organisations can often help people who are really struggling with their bills.

Supporting vulnerable customers

We have recently achieved a gold standard award from the British Standards Institute based on how we go the extra mile to support our more vulnerable customers. In particular we focus on customers who:

- have additional needs due to age;
- are disabled or have chronic illnesses;
- are blind or hard of hearing;
- are suffering from mental incapacity or impairment;
- have children under 5 years old.

The same applies if someone has recently had their life changed by a bereavement, the breakdown of a relationship, the loss of livelihood or are recovering at home following hospital treatment.

In February of this year, we launched a partnership with children's cancer charity CLIC Sargent, which means any families affected by childhood cancer will get personal support from a dedicated adviser to ensure they stay safe, warm and free from debt during their child's treatment. Last month we launched an online video translation service for British Sign Language users. We always aim to provide innovative solutions for all of our customers' needs.

If you live with mental incapacity we can help

In 2016, we focused on becoming an even more dementia-friendly organisation. We are aware that at least 20,000 of our customers live with dementia, so we already have 8,000 employees who are dementia friends – and everyone who works with us has the opportunity to sign up. We're working hard to make sure that all of our employees are informed about mental incapacity so that we can tailor our approach accordingly.

We welcome use of Sign Language

Our customers with hearing loss told us they'd like to be able to speak to us in Sign Language. So we've partnered with SignVideo. Working with them means that, through our accessibility page, people can communicate over video with Sign Language interpreters to speak directly to us.

Fair and reasonable pricing

You can always access our best prices

Our best prices are always available to you. We never offer sweetheart deals to new customers at the expense of existing customers and you can switch tariffs whenever you like.

You can ask us to review your current tariff

We are always happy to undertake personalised reviews so you can make an informed decision about whether your current tariff continues to be the right one for you.

We can give advice on ways to save energy

We don't want anyone to use more energy than they need to. We have a wealth of information about how you can become more efficient in how you use gas and electricity. This includes advice on the latest energy efficiency equipment such as smart meters and boilers.

We would also like to hear when things go wrong

We always try our best to get things right first time and meet the high standards you expect of us; however, we know that sometimes things can go wrong. We take all complaints extremely seriously and we strive to resolve them as quickly as possible. We also analyse carefully the root cause of complaints so we make sure we fix any problems at source and they don't happen again.

We're making good progress on this but there is more to do. Last year we resolved 53% of complaints within a day of receiving them. And in 2016, we received 33% less complaints than in 2015.

We'll make sure our service keeps getting better

We're continually challenging ourselves to make service improvements. By listening to feedback from our customers, we're focusing on:

- giving you new and innovative products that meet your needs;
- giving you quality advice on energy consumption;
- continually improving our turnaround times when replying to your queries;

- improving our online services, so we can make our experience better for you.

For every decision we make, our focus is always on you.

Thanks for taking the time to read this,

Sarwjit Sambhi
Managing Director, British Gas