



Customer charter

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Customer Charter

We are delighted that you have chosen Share Energy as your electricity supplier. As your chosen supplier we will provide the following services:

- Billing
- Payment options
- Energy savings and general advice

All our team are highly trained and will work with you in an empathetic and transparent manner to ensure your experience with Share Energy is second to none.

Our commitment to you is as follows:

- Make it easy and quick to contact us
- Ensure our services are available to all
- Produce accurate and informative bills
- Support you if you are having difficulty paying
- Deal with any issues in a quick and transparent manner

We have devised a number of codes of practice to help you with the different services we offer. These have been approved by the Northern Ireland Authority for Utility Regulation and Consumer Council for Northern Ireland.

All information regarding our services, codes of practice and terms and conditions can be viewed on our website – www.share-energy.com or call us on **0808 304 9870** and we will send you the information you need.

