

Making a complaint

“ My call was received sympathetically and responded to with urgency. ”



What we do

At Northern Ireland Electricity we are responsible for building and maintaining the electricity network throughout Northern Ireland. Customers should contact us to report a failure of their electricity supply, to have a new house or business connected or if they have a query about their meter installation.

Making a complaint

If you are unhappy with any aspect of our customer service or have a complaint, please let us know.

How and where do I complain?

If you are unhappy with any aspect of our customer service or have a complaint, please let us know. We promise to deal fairly and effectively with your complaint and do everything we can to reach a satisfactory outcome.

We aim to learn from complaints, to improve the service we provide to our customers and to prevent recurrence.

We have a Customer Helpline **08457 643 643**, open 8.00am-5.00pm Monday to Friday. The Helpline enables you to talk to people who are ready to help and answer any questions you have. This Helpline is also available 24 hours a day for you to report a failure of your electricity supply.

Some complaints will need further investigation and we may not be able to give you an immediate answer. In these cases, we will advise you within 10 working days.

Alternatively, you can write to:

**Customer Relations Manager
Northern Ireland Electricity plc
120 Malone Road
BELFAST
BT9 5HT**

or email customercontact@nie.co.uk

We will make every effort to sort out your complaint and provide you with an answer as quickly as possible.

However, if you are not happy with our decision or with our explanation, you can ask for your complaint to be looked at again by our Managing Director.

Write to:

**The Managing Director
Northern Ireland Electricity plc
120 Malone Road
BELFAST
BT9 5HT**

We will reply to all complaints received within 10 working days.

If you are unable to have your complaint resolved to your satisfaction, or if at any time you are unhappy with our response, you can contact the Consumer Council. The Consumer Council is an independent body, which may be able to help you.

The contact details are:

**Consumer Council
Elizabeth House
116 Holywood Road
BELFAST
BT4 1NY**

Email:

complaints@consumercouncil.org.uk

Website: www.consumercouncil.org.uk

Telephone: **0845 601 6022**

**Customer Helpline
08457 643 643**

Lines open 8am-5pm Monday to Friday, failure of supply helpline available 24 hours. Calls recorded for quality assurance purposes.