

# Treating Customers Fairly

At XLN Energy, we're committed to treating customers fairly.

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In essence, that means being open, honest, transparent, responsible and professional in everything we do. This document sets out the steps we take to treat customers fairly, and what we're doing to meet the 'Standards of Conduct' set by the energy industry regulator Ofgem.

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*"Treating Customers Fairly isn't just an Ofgem requirement for us – it's in the DNA of what we do. Everything XLN does is underpinned by our mission to give small businesses fair deals and fair treatment. Fair treatment is the least small businesses deserve."*

A handwritten signature in black ink, appearing to read 'C. Nellemann'.

**Christian Nellemann**  
Founder and CEO

# This document includes >>

## Code of conduct

The specific actions we take to ensure you're always treated fairly

## At your service

Some detailed information on how XLN gives small businesses the customer service they deserve

## How we deal with problems

Our complaints handling process, and precisely how it works

## How to contact us

How you can get in touch with us.

## Honest, transparent, responsible & professional

At XLN Energy, we're committed to treating customers fairly. In essence, that means being open, honest, transparent, responsible and professional in everything we do. This document sets out the steps we take to treat customers fairly, and what we're doing to meet the 'Standards of Conduct' set by the energy industry regulator Ofgem.

### Our commitment to fair treatment

XLN Energy only supplies gas and electricity to small businesses. And we take that exclusive responsibility very seriously.

We know the small margins between success and failure. We know the pressure you're under to make ends meet and to get the job done. And we know that being treated properly and fairly by your supplier matters – it can have a tangible impact on your business.

So our commitment to treating customers fairly isn't simply a fulfilment of an industry requirement: it's an expression of what matters most in what we do.

## Our code of conduct

**Our decisions and actions are guided by a few simple but powerful promises we make to every customer:**

### We will always be fair and honest

We will treat you fairly. From the rates we offer to the customer service we provide, we will always strive to behave in a fair and honest way.

### We will always be clear and accurate

Everything we communicate to you will be presented with clarity and accuracy. We will always use plain English and never seek to confuse you with vague information. We will provide facts and accurate statements, and we will only ever promote products or services that are relevant to your needs as a small business.

### We will always respond to issues quickly

When a problem arises, whatever the cause, we will take action to resolve it as quickly as possible. We will deal with all complaints and problems in the most professional manner, and we will work hard to ensure that any impact on your business is minimal.

## Our code of conduct continued

### **We will always respond to issues quickly**

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### **We will always strive to get better**

We will consistently review what we do using your feedback and the latest industry news and legislation. Our services and processes will be built around your needs, and when something can be improved, we will stop at nothing to improve it.

### **We will always keep you informed**

We will be in touch regularly to ensure everything is running smoothly with your services. We won't simply wait for contracts to end or for issues to occur; we will proactively contact you. And when industry changes are happening that could affect you in any way, we will be in touch in advance to discuss them with you. We will empower you to make informed decisions.

### **We will always be easy to contact**

We will make it easy for you to contact us, wherever you are and whenever you need to. We will also strive to never keep you waiting when you need us.

## At your service

### **XLN has built a hard-earned reputation for customer service excellence<sup>†</sup>**

Our strength lies in the fact that we only support small businesses. We've developed a distinct understanding of how you operate, the challenges you typically face, and why you simply can't afford to waste time. So our customer service team is built around your needs.

### **Saving you time and energy**

We answer calls within three rings and don't use automated menus for you to choose from. When you call us, you're speaking to one of our experts, and quickly.

### **Making things clearer**

Gas and electricity supply is often full of complicated phrasing, information and acronyms. So, through things like our Bill Explainer and our handy FAQs, we make sure that you can find out everything you need to know. But better still, whenever you need us you can just pick up the phone and get your questions answered three rings later.

### **Keeping you up to date**

Our bills and communications will keep you updated on the most important information on your account.

When your initial contract is approaching completion, we'll notify you well in advance. We'll let you know your exact renewal date, your current contract rates, and the new rates we can offer you. We'll also be crystal clear about the process of leaving XLN Energy if you want to, as well as how to follow our termination process to avoid any charges or other complications.

<sup>†</sup> Based on our current 'Trustpilot' rating which is 7.8 out of 10. Further details can be found on our website - [www.xln.co.uk](http://www.xln.co.uk)

## We're pretty good at keeping problems to a minimum

But in the unlikely event that problems do arise, here's what to do:

### Contact our experts

Our team of experts will do everything they can to solve your problem. And in the vast majority of cases, they will fix them with a minimum of fuss.

### Speak to our Customer Service Manager

In the unlikely event that you're unsatisfied with our initial response, you can speak directly to our Customer Service Manager. They'll make it their business to find a resolution.

### Contact the energy ombudsman

We'll always do everything in our power to resolve your issues. But if you're still unsatisfied with our response, and your complaint has not been resolved within 8 weeks, you can contact the energy ombudsman.

### Our complaint handling process

You can find further details of how we handle complaints on our website at: [www.xln.co.uk/energy/useful-documents](http://www.xln.co.uk/energy/useful-documents)

### Terminating your contract

If you wish to terminate your energy supply with us, you can do so by sending in a written termination notice at least 30 days before your contract is due for renewal, the date of your renewal can be found on your current contract or any of your monthly bills.

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## How to contact us »

### Our address is:

21-24 Millbank Tower  
London SW1P 4QP

### Sales

Phone: 0800 652 8009  
[theteam@xlenergy.co.uk](mailto:theteam@xlenergy.co.uk)

### Customer Service

Phone: 0800 652 8009  
[theteam@xlenergy.co.uk](mailto:theteam@xlenergy.co.uk)

### Billing

Phone: 0800 652 8009  
[thebillingteam@xlenergy.co.uk](mailto:thebillingteam@xlenergy.co.uk)

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