



px Vision

"It is the px vision to be recognised by both our customers and employees as the premier provider of energy related asset management solutions, services and trading within the global marketplace".

We value:

SAFETY

We are proud of our personal and business commitment to ensuring that our thoughts, actions and environments put 'safety first' in everything we, our customers and visitors do. We aim to live in harmony with our neighbours and the environment by taking socially responsible actions.

TRUST

We're open, honest and straightforward in our actions, decisions and communications. We always try to do the right thing for ourselves, our colleagues and customers, even when faced with personal, professional or economic challenges. We will treat each other as we would like to be treated ourselves.

ATTAINMENT

We are firmly committed to our business vision. We aim to achieve the highest standards of professionalism and integrity through responsibility, flexibility, ownership and pride in our performance. We encourage innovation, quality and responsiveness and provide realistic solutions to problems.

RESPECT

We respect each person as an individual, supporting and relying on one another through our confidence in their capabilities and intentions. We encourage ownership and personal accountability, learn from our mistakes and reward our successes.

That's what we do best.

Treating Customers Fairly

As part of the px Group, Energy24 Limited (E24) and Coulomb Energy Supply Limited (CESL) takes pride in our customer relationships and the services we provide. We have always sought to be fair, open and transparent in everything we do and we have developed our services and our products based upon these key focus points.

Ofgem requires us to meet certain criteria for our supply business with regard to Standards of Conduct (www.Ofgem.gov.uk), however, we believe that we should apply high standards to the whole of our operations.

For all of our customers, particularly those we interact with under our electricity supply license, we will continue this focus by:

PRODUCTS & SERVICES

We will continue to develop products & services that meet particular needs and allow customers to maximise their own presence within the industry.

We have always sought to develop particularly transparent products and services and we will continue to develop further products and services in this theme and refine the existing ones to ensure we continue to deliver on this target.



Our products and services will continue to be customer orientated and designed to be flexible, clear and deliver value to users.

SIMPLICITY

We will focus on delivering products and services that are as clear and simple as we can make them and the industry allows.

We are well known for delivering competitive industry standard products and services, as well as valuable niche and bespoke offerings. We will aim to be as clear and open as possible about these at every stage, from development through to delivery and billing.

We will aim to lay out our documents, proposals, contracts, invoices etc, according to simple and intuitive processes and formats.

We will maintain our focus on transparency.

PROFESSIONALISM

Many of our people have operated in the electricity and gas industries for over two decades and we have built up a very strong reputation for ability and professionalism. We aim to maintain this well into the future.

We will deal with our day to day activities and our customer interactions in a confidential, professional, organised and attentive manner.

We will always seek to be fair in our processes and look to 'do the right thing' where and when required.

INTERACTION

We value the frequent interaction with our customers that many of our products and services provide and we aim to maintain this focus and develop the benefits that this provides for all.

We will interact with our customers prior to the start of any services to ensure understanding.

We will aim to provide transparent and easy to understand invoices.

We will make it easy for our customers to contact us and we will make it easy for them to identify the most appropriate person with whom queries should be raised.

We will aim to respond to customer enquiries, in writing, by e-mail or telephone promptly.

Where we make a mistake we will aim to inform our customers promptly and provide an action plan for correcting such mistake. We will also provide a Customer Service Policy describing the process for any customer wishing to escalate any issues.

Queries

For any queries or further information relating to this document, please contact E24 or CESL at:

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