



Escalation Process

We are dedicated to handling consumer enquiries on a first time basis. Our experienced members of Customer Care Centre Administrators are fully trained in our services and provided with verbal and written operational direction when each new contract is started.

If a customer enquiry is received whereby a Customer Care Centre Administrator is unable to satisfy the requirements of the consumer the call will be transferred to the departmental Team Leader. If the departmental Team Leader is unable to provide a resolution the enquiry will be escalated to the Customer Care Centre Manager.

This is done in writing either by post or email by the consumer. An automatic email response or a letter acknowledging receipt of the enquiry will be provided. If the consumer is unable or unprepared to submit their enquiry in writing the departmental Team Leader will submit the enquiry on behalf of the consumer.

Details of the enquiry will be submitted to the customer where a period of investigation and consultation will begin.

We will allow up to 21 days from receipt of the enquiry to propose a resolution to the consumer upon agreement of the customer.

Finally we will advise the consumer of their right to appeal the decision.

If the consumer decides to appeal the matter will be reviewed by a company director on a case by case basis.

Wilson Energy Ltd



today's energy partner for tomorrow's world

Customer Charter

- We will provide you with regular and accurate account information which is easy to understand and gives you all the information you need
- We will respond to your enquiry promptly with respect and understanding and keep you informed of any developments relating to your account
- We will guarantee to treat your account in the strictest of confidence
- We will provide support and advice in achieving settlement of your account
- We will offer advice on how to reduce your overall energy consumption