

Payment difficulties

If you are worried about paying your bill, please contact us and we can help by reviewing your account.

The steps we may take include;

- Installing a pre-payment meter to help you control your charges and repay any outstanding debt while taking into account your individual circumstances; or
- Agreeing a payment plan with you for future payments as well as a repayment plan for any outstanding debt while taking into account your individual circumstances.

We will also provide you with energy saving advice to assist you in managing your energy usage.

Should you agree on a pre-payment arrangement, please ensure you top-up your meter to maintain your supply.

Complaints

If you have any cause for complaint, please contact our Customer Service team who will endeavour to resolve your issue. Our team can be contacted at customerservice@nabuhenergy.co.uk or if you prefer to call us, on 0330 0414 902. If you still feel that your complaint has not been resolved, you can escalate this to our senior complaints team at complaints@nabuhenergy.co.uk

You can refer your complaint to the Energy Ombudsman if your complaint remains unresolved to your satisfaction after eight weeks or we've sent you a Deadlock Letter. The Energy Ombudsman can be contacted on 0330 4401624, emailed at enquiries@os-energy.org, via their website at www.ombudsman-services.org/sectors/energy or via post at Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF.

The Citizens Advice Energy Service is a source of independent advice and can be contacted through its website at <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/> or by phone on 03454 040506.