

Back-billing

When we issue a bill, we will seek to recover charges for electricity or gas (or both). We will not seek payment any for unbilled energy used over 12 months before the date that we provided you with the first accurate bill if you haven't previously been accurately charged for this usage. However, this does not apply if you behave unreasonably when we take steps to accurately bill you, such as physically blocking attempts by us to obtain a meter reading at your property or if you have tampered with your meter or stolen gas and/or electricity.

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 0808 223 1133.