

Billing queries

If you think you have been billed incorrectly do let us know. We can organise a site visit by an independent meter examiner to check that your meter is working properly. If the meter is found to be inaccurate, we will pay for the test and recalculate your bills for the period in question. However, if the meter is found to be working correctly you may be charged for the test.

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.