

Ensuring accurate billing

The more actual meter readings we have on your account, the more accurate your bill will be. We will try to obtain actual meter readings regularly, at least once a year and ideally once a month. If this isn't possible, we'll use an estimated meter reading on your bill which will be based on your previous usage, or, where we have no previous usage information for you, on industry average consumption figures. Once we receive an actual meter reading, we will adjust your next bill accordingly. Should you have a smart meter we will collect meter readings each day or each half-hour where we have your consent to do so.

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.