

## Moving In and Moving Out

If you are moving out of your property, please let us know your final meter readings as soon as possible so we can provide a final bill and close your account with us. We will aim to provide you with a final bill within 6 weeks of your moving out of the property.

When you move into your new premises, please make a note of the meter details and take readings from each one for your new supplier.

## 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](mailto: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](mailto: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](mailto:enquiries@os-energy.org), via their website at [www.ombudsman-services.org/sectors/energy](http://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.