

# Complaints about electricity, oil and gas

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We can help with unresolved complaints with electricity, oil and gas suppliers.

If you have an unresolved complaint with an electricity, oil or gas supplier in Northern Ireland, we may be able to help.

If you have made a complaint with an energy provider in Northern Ireland and are unhappy with the outcome, we can help. If you need extra assistance, we can help with your complaint from the beginning.

Our service is free to use.

## **Types of complaints we can help you with**

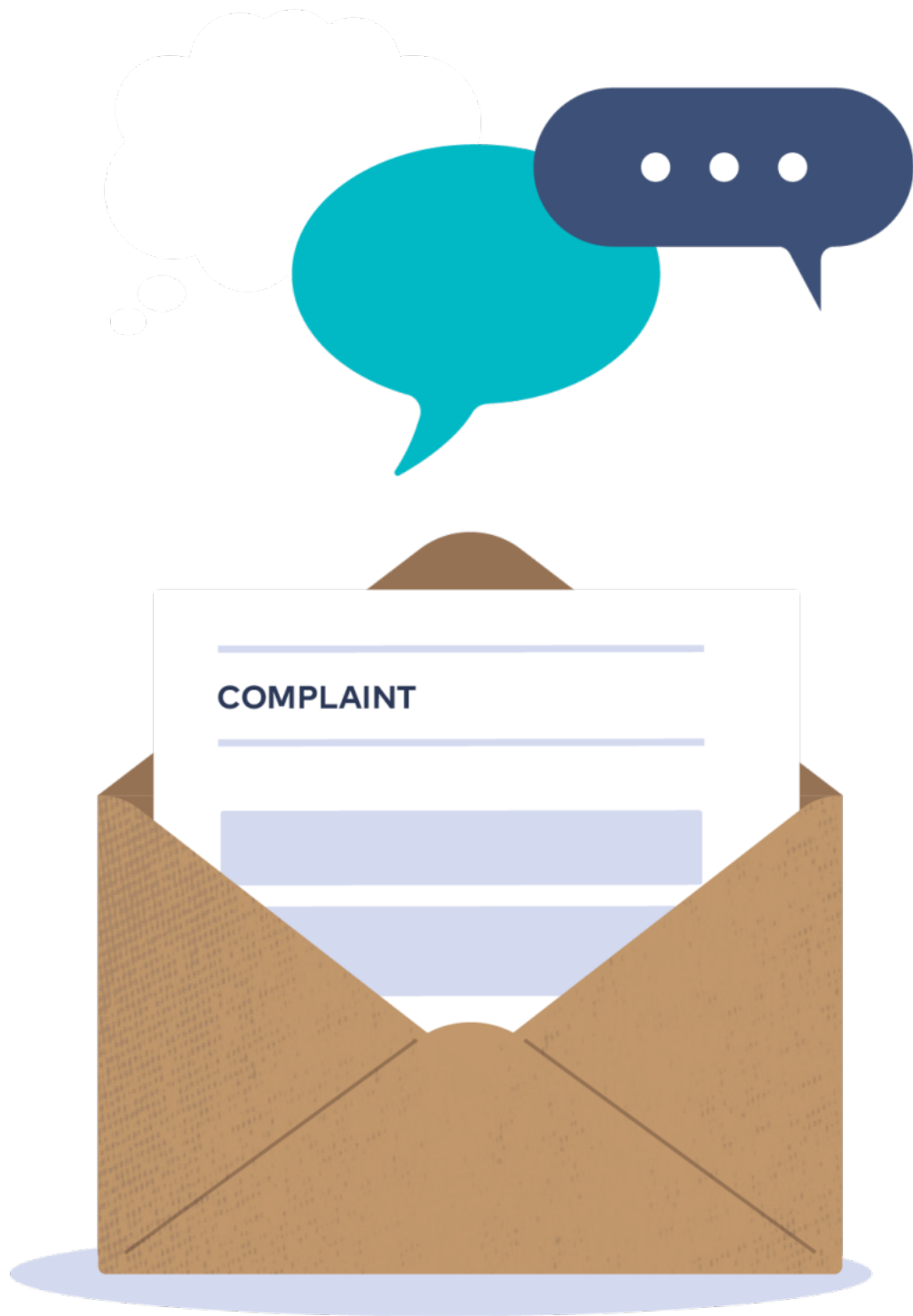
- Billing issues
- Meter issues
- Faults not being repaired correctly
- Customer service
- Issues switching suppliers

## **How the Consumer Council's complaint handling service works**

Before you submit a complaint to us, you should have:

- Logged a formal complaint with your provider
- Worked with your supplier to resolve the complaint
- Waited for a response within the supplier's standard response time, which is normally 8-10 days
- Gathered evidence such as letters or emails about the complaint.

If at this stage, you are unhappy with the outcome, you can submit a complaint to us online, by phone or by email.



Complaints

## **Use our complaint handling services**

If you have made a complaint to a provider and are unhappy with the response, or didn't receive a response, let us know and we'll do our best to help.

[Make a complaint](#)



Case studies

## **How we've helped**

We've helped thousands of consumers in Northern Ireland, returning millions of pounds to the pockets of local people – from fixing electricity billing issues to problems with customer service.

[Read our case studies](#)