



Complaint Handling and Dispute Resolution

Eclipse Power Distribution Limited

Document ID	Version	Status	Status date	Organization	
PR-R-004	1.0	Final	17/01/2025	Eclipse Power Distribution	
Document type		Alternative ID			
Procedure					
Authored by		Reviewed by		Approved by	
Sarah Owen		[Reviewer]		[Approver]	
Summary of Changes					
Original document					

Previous version history:

<i>Date</i>	<i>Version</i>	<i>Summary of changes</i>	<i>Prepared by</i>	<i>Reviewed by</i>	<i>Approved by</i>
8 th December 2025	1.1	Change to company name, registered address and company logo due to change of ownership	Sarah Owen		

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1. Introduction

Eclipse Power Distribution Limited (EPD), licenced Independent Distribution Network Operator (IDNO) is committed to delivering a high-quality service and maintaining high standards for our customers. We continually look to improve our service delivery, however, we recognise that sometimes despite our best efforts, we might not meet our customers' expectations. This document was created to explain step by step the procedure for dealing with customer complaints within Eclipse Power Distribution Limited. The procedure is applicable to both domestic and commercial / industrial customers.

2. Registering your complaint

If for any reason you are dissatisfied with our service, you can register your complaint contacting us in any of the following ways:

- By telephone: **01234 486487**
- By email: idno.care@eclipsepower.co.uk
- In writing: Eclipse Power Distribution Ltd
100 Avebury Boulevard
Milton Keynes
MK9 1FH

3. Handling your complaint

EPD strives to provide the best possible service and takes all complaints seriously. Our customers are very important to us and if they are dissatisfied, we want to know why and what we can do to improve the service to them. Once you submit your complaint, we will ensure that it is dealt with in a fair and efficient manner.

The complaints procedure will be based on the following steps;

Step 1

Receipt by customer care team – Upon receiving your complaint, we will send you an acknowledgment of receipt as soon as possible, up to 2 business days of receiving it. We will be required to capture the normal point of contact to contact you. At this stage we will do our best to resolve the matter at first point of contact, although we may need to follow the issue up later with more detailed information. At this point we will require a phone number, email address and contact address to that we can respond with an initial 10 working days of you contacting us.

Step 2

Escalate to the Project Manager – If the problem is not able to be resolved at the initial point of contact then the project manager will be assigned the responsibility of investigating the complaint and responding within 5 working

days. They will aim to resolve the problem at this stage. Where appropriate we will provide an apology and explanation of what went wrong including taking any remedial action where this is needed and also may pay compensation. Should we fail to respond within this time, we will provide you with a compensation payment in accordance with Ofgem's Guaranteed Standards of Service. A full list of these standards is available on their website: www.ofgem.gov.uk.

Any customer identified as being a Priority Services Customer, and who experiences a qualifying interruption, shall be entitled to an automatic payment from us in respect of the regulations where no exemptions under those regulations apply.

Step 3

Escalate to Managing Director – If you are still not satisfied, the case will be formally reviewed by the Managing Director. At this point they will make a decision within 5 working days by letter or telephone. The outcome of which will be captured in the complaints database system.

Step 4

Energy Ombudsman – If EPD are satisfied that they have done everything they can to resolve your problem by working with you and you are still unhappy then you have a right to contact the Energy Ombudsman.

They will ask for a full account of your dealings with EPD and will contact us to gain a full understanding of events. There is a free and independent resolution service who will make a final decision and inform you of the outcome. They are approved by the energy regulator Ofgem to independently handle disputes between energy companies and their customers, which includes domestic customers and micro businesses. Their service is free to consumers and is simple to use.

Energy Ombudsman contact details:

Website	www.energyombudsman.org
Telephone	0330 440 1624
Email	enquiry@energyombudsman.org
Mail	PO Box 966 Warrington WA4 9DF

4. References

This Complaints procedure is driven by and intended to implement the following Eclipse Policies and EPD documents:

- Ofgem's Guaranteed Performance Standards
- Eclipse Power Distribution Quality Policy

- Eclipse Power Distribution Business Policy Statement
- Eclipse Power Distribution Complaints Procedure
- Eclipse Power Distribution Health, Safety, Environmental and Quality Manual
- Eclipse Power Distribution Generic Arrangements Procedure.