

Complaints Handling and Dispute Resolution Code of Practice

Electricity and Gas Networks

Fulcrum Pipelines Limited & Fulcrum Electricity Assets Limited
(trading as Fulcrum)

Fulcrum own, operate and maintain gas and electricity networks across the UK, connecting and delivering gas and electricity to homes and businesses.

We are licenced and regulated by Ofgem.

At Fulcrum, we're committed to delivering safe, reliable electricity and gas networks. We always aim to provide outstanding service, but we understand that issues can occasionally arise. If something has gone wrong, please let us know. Your feedback helps us improve and ensures we put things right as quickly as possible.

Our commitment

- ✓ We treat every complaint with care, professionalism, and confidentiality
- ✓ We follow Ofgem's Guaranteed Standards of Performance for electricity and gas networks
- ✓ We aim to offer timely resolutions, clear communication, and appropriate compensation where required
- ✓ We use all feedback to drive continuous improvement in our service

How to make a complaint

You can raise a complaint through any of the following methods:

Phone: 03330 146 455 (Monday to Friday, 8:30am – 5:00pm)

Email: feedback@fulcrum.co.uk

Post: Customer Experience Team, Fulcrum, 4 Europa Court, Sheffield Business Park, Sheffield S9 1XE

Please include:

- Your name and contact details
- The address or site reference (if applicable)
- A clear explanation of your concern
- Any supporting documentation (emails, photos, etc.)

What you can expect

We aim to respond quickly, clearly, and fairly:

- We'll acknowledge your complaint within **1 working day**
- We aim to resolve most complaints within **5 working days**
- For complex issues, we'll provide a full response within **10 working days**

If more time is needed (e.g., for a site visit), we'll let you know and keep you informed

How we handle your complaint

How we handle your complaint:

Step 1: Customer Experience Specialist review

- Your complaint will be reviewed by a dedicated Customer Experience Specialist, who will work with you to resolve the issue efficiently.

Step 2: Escalation to Network Manager

- If you're not satisfied with our initial response, your complaint will be escalated to the Network Manager.
- If the matter remains unresolved, you can request a final review by our Director responsible for the gas and electricity networks.

Step 3: Final Review by Group Operations Director.

If you're still not satisfied

If your complaint hasn't been resolved within eight weeks, or if we've informed you that we can take no further action, you may escalate the matter to the Energy Ombudsman - a free and independent service.

The Ombudsman can require us to:

- Issue an apology
- Provide an explanation
- Take corrective action
- Offer financial compensation (if applicable)
- Or any combination of these actions

How to contact the Energy Ombudsman:

Website: www.energyombudsman.org

Phone: 0330 440 1624

Textphone: 0330 440 1600

Email: networkoperators@energyombudsman.org

Address: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

Independent advice

You can also seek advice and support from:

Citizens Advice

www.citizensadvice.org.uk | Phone: 0808 223 1133

Age UK

www.ageuk.org.uk | Phone: 0800 169 6565

**Our team are here to resolve any issues efficiently and effectively.
Please get in touch - we're ready to help.**