



How to contact us

If you have any questions, please contact us.

By phone UK 0345 725 2526
Non UK +44 870 901 1039
By post SSE, PO Box 514, Basingstoke RG21 8WS
Online www.ssebusiness.co.uk
Cheque payments SSE, Payment Centre, PO Box 13, Havant PO9 5JB

We prefer you to phone rather than write because it's quicker, more direct and easier for us to answer your questions straight away.

Please note: to help us improve our service further, we may record customer phone calls from time to time.

If your name, address or postcode are shown incorrectly on your bill, please phone us so we can update our records.

Our commitment to you

SSE is committed to offering the very best in customer service and our advisors will do all they can to answer any questions and to help manage your account. If for any reason you are not satisfied with our service, please ask to speak to a manager.

If your complaint is not resolved to your satisfaction, you can raise the matter with our Head of Customer Service who will undertake an independent internal review. You can contact the Head of Customer Service as follows:

By Post SSE, PO Box 7506, Perth PH1 3QR
By Email headofcustomerservice@sse.com

If you do not receive a satisfactory response from our Head of Customer Service, you can contact Ombudsman Services, Energy on 0330 440 1624, or visit www.ombudsman-services.org

If you are a Micro Business Customer, you can also contact Citizens Advice consumer service, who provide free, confidential and impartial advice, on 03454 04 05 06 or visit www.citizensadvice.org.uk

For a copy of our complaint handling statement, go to www.ssebusiness.co.uk. Alternatively, you can contact us to request a copy please see 'How to contact us' above.

Emergencies

If you have a power cut, please call your Local Network Operator on 0800 092 9290. If you have any general enquiries for your Local Network Operator they can be contacted as follows:

By Phone 0845 273 4444
By Post Customer Service,
SP Energy Networks, Ochil House,
Hamilton International Park, Blantyre G72 0HT

Meter Readings

If we don't read your meter, we estimate the reading to use on your bill. Normally our calculations are accurate and you don't need to do anything except pay your bill in the usual way. We suggest you check our calculations with the reading on your meter and phone us if there is a big difference.

Climate Change Levy

Climate Change Levy is a Government tax on the commercial use of both electricity and gas, introduced on 1 April 2001 as part of the UK's Climate Change Programme.

For more information, go to www.hmrc.gov.uk and look for Climate Change Levy within the Search facility. Alternatively, you can contact HM Revenue and Customs' National Advice Service (NAS)/The VAT and Excise Advice Line on 0300 200 3700 (open Monday to Friday 8am to 8pm).

Completed PP11 Certificates can be posted to SSE at:
SSE, PO Box 514, Basingstoke RG21 8WS.

When you move

Remember to phone us with your meter reading when you move. If you move without telling us, you may be billed for electricity or gas used by the next occupier.

How to pay

Have you considered paying your account by direct debit? For more information please phone us, see '**How to contact us**' above, and one of our advisers will be happy to discuss this with you and arrange everything.

By Post

Fill in the payment slip and enclose it with your cheque or postal order. **Never** send cash by post. Please make your cheque payable to 'SSE' and write your Customer Account number on the back. If sending a remittance advice, please quote all relevant site reference numbers (these are shown on the front of each invoice). Please send your payment to:

SSE, Payment Centre, PO Box 13,
Havant PO9 5JB

This address is for payments only. If you have a query, please see '**How to contact us**' above.

Over the counter

You can pay by cheque or in cash at any branch of your own bank, a Natwest Bank or a post office, without charge. Make your cheque payable to 'SSE' or 'Post Office Ltd.', if you go to a Post Office. You can also pay in cash only wherever you see the PayPoint sign. Remember to keep your receipt as proof of payment.