



Warm Front customer promise

We aim to give you the highest level of service through the Warm Front programme.

This customer promise sets out the standards of service that you can expect from us.

We want to make it easy for you to contact us, and to make sure that our products and services meet your needs.

If you feel that we are not meeting our high standards, please let us know.

Annette Rowe

Customer Services Director

Our commitment to you

A personal service

We will:

- treat you with respect and understanding;
- listen carefully to understand your needs;
- be fair, helpful and easy to talk to; and
- provide a polite, warm and efficient service.

Getting it right for you

We will:

- keep our promises;
- provide accurate and consistent information;
- provide information that is easy to understand;
- explain clearly all you need to know and all you need to do; and
- aim to continually improve the quality of our service to you.

A quick and efficient service

We will:

- deal with your enquiry when you first contact us wherever possible; and
- treat your enquiry confidentially and sensitively.

Your opinion is important to us

We value your feedback and your comments help us to identify good practice and improve our level of service. If, for any reason, you are unhappy with the service we have provided, please let us know how we can improve it.

You can contact one of Annette's team in the following ways.

Phone: **0800 316 6011**
(Freephone: Monday to Friday, 8am to 6pm)

Minicom: **0800 072 0156**
(Freephone: Monday to Friday, 8am to 6pm)

Fax: **0191 247 3801**

E-mail: **customer.management@eaga.com**

Address: eaga plc
Customer Management Team
Freepost NEA 12054
Newcastle Upon Tyne
NE2 1BR



We will acknowledge your letter or e-mail within two working days of receiving it.