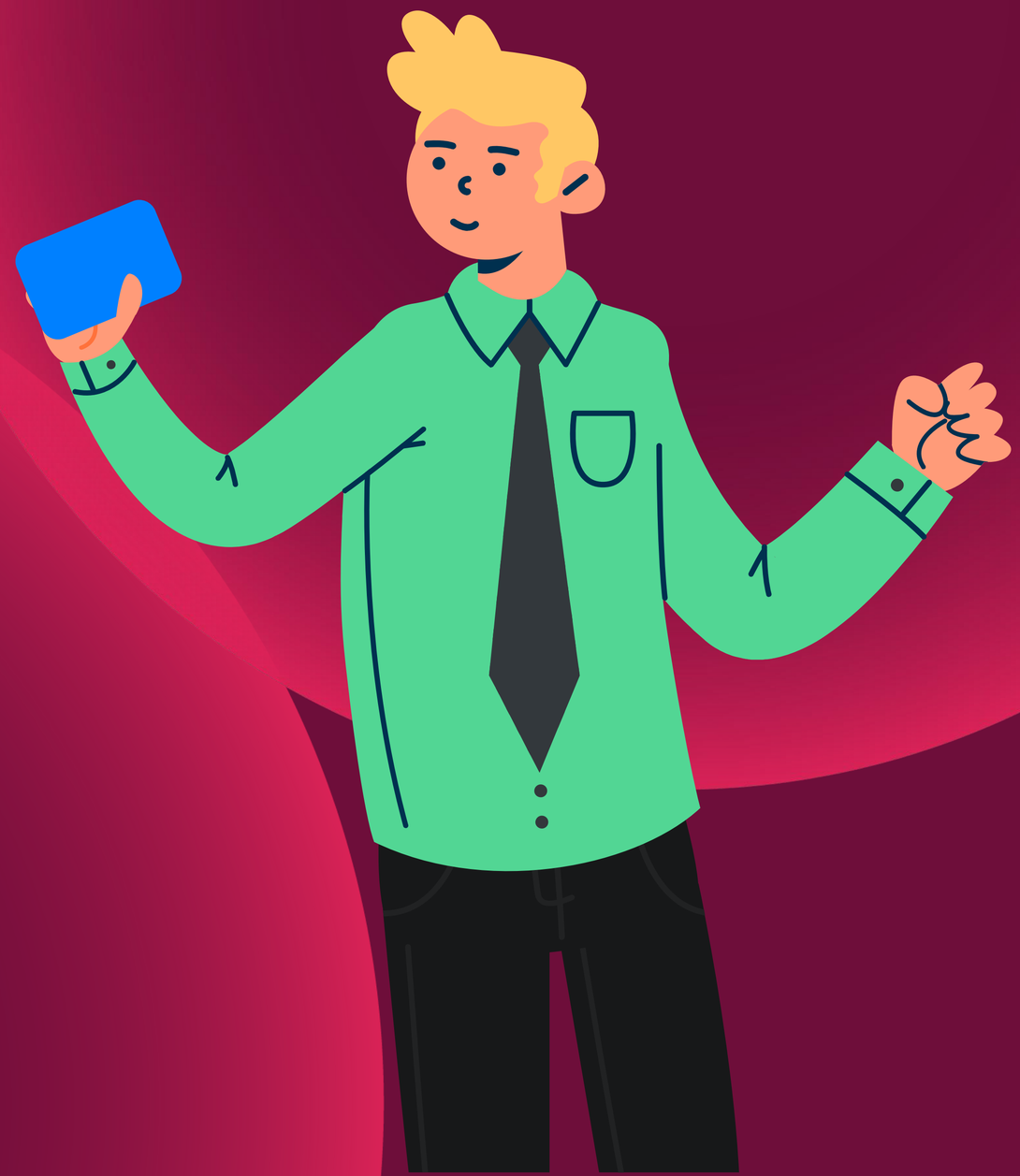
# Our Treating Customers Fairly Charter

RubyEnergy



## The Standards of Conduct

In 2013, Ofgem, the gas and electricity regulator, introduced the Standards of Conduct. They're a set of rules designed to ensure energy suppliers treat customers fairly. The standards help protect you by promoting honesty, transparency, and excellent customer service. To learn more about how the rules benefit you, visit Ofgem's website for further details or **click here**.

You can request a physical copy of this document, free of charge by emailing **hello@rubyenergy.uk** or **clicking here**.

RubyEnergy

# Treating Customers Fairly

At Ruby Energy, we are committed to providing reliable and affordable energy solutions while ensuring our customers are treated fairly and respectfully. We prioritise transparency, clear communication, and exceptional customer service, so you always know what to expect.

Our team works hard to offer flexible plans, easy-to-understand billing, and responsive support that meet the needs of your business. Whether looking for cost-effective energy options or sustainable solutions, we put your best interests first, ensuring a positive experience with every interaction. At Ruby Energy, fairness isn’t an empty promise, it’s ingrained in who we are.

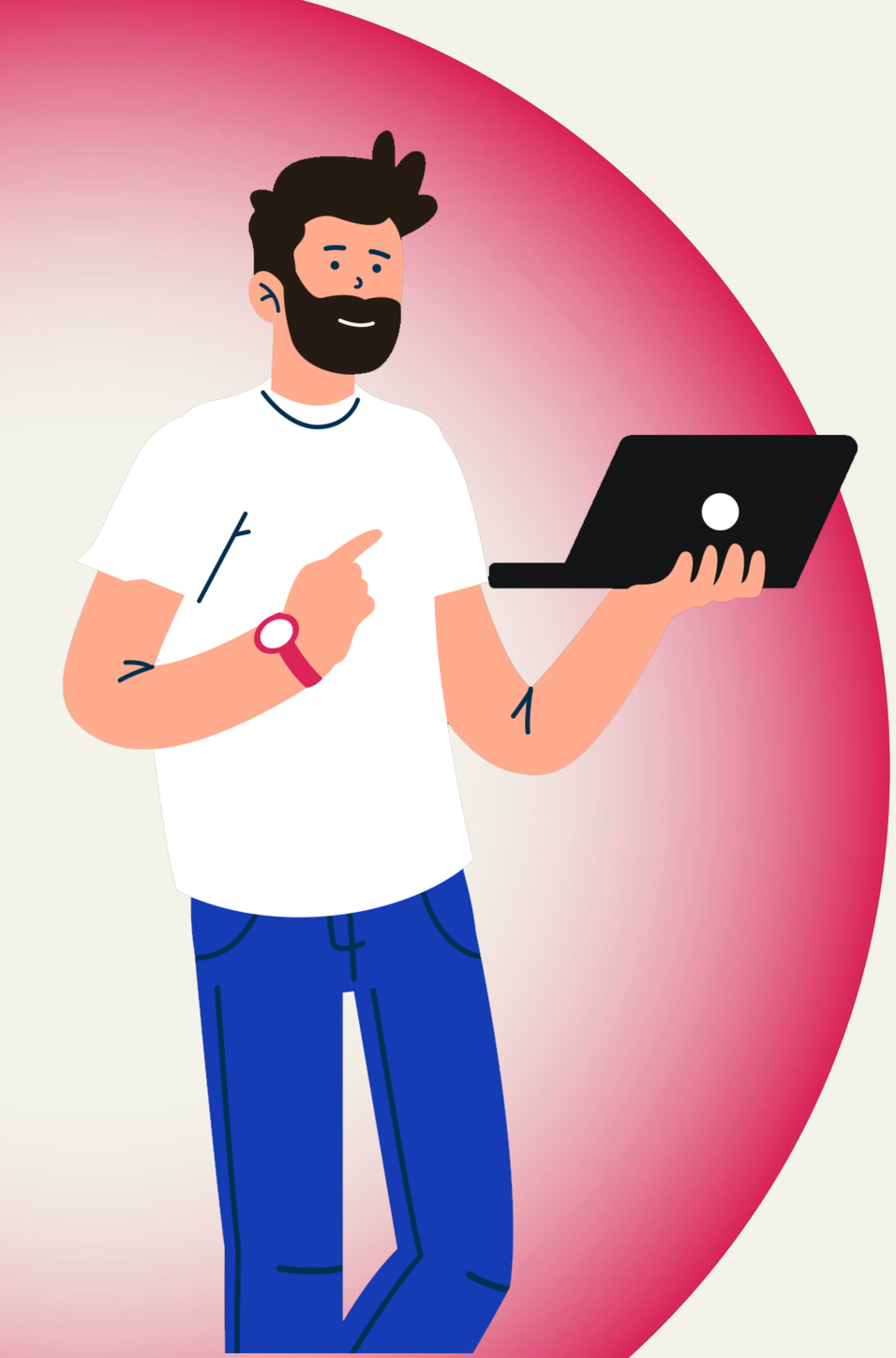


RubyEnergy

# Guaranteed Standards of Performance

Following updates from Ofgem, our regulator, we've increased the compensation for meter installation issues. Previously set at £30 in 2015, this has now been adjusted to £40 to reflect inflation. We fully support this change, as it reinforces our commitment to our customers and ensures energy suppliers meet their responsibilities. If you would like to read more about this and how it affects you, visit Ofgem's website by **clicking here**.





# Complaint Satisfaction

At Ruby Energy, our commitment to you has never been stronger. Over the past year, we've climbed through the ranks from 14th to 9th place in the **Non-Domestic Complaint League Table**, a testament to the improvements we've been able to make thanks to your valuable feedback.

We've invested greatly in enhancing our customer service, making it easier and faster to reach an advisor whenever you need support. On average, our advisors are answering your calls within 30 seconds as well as live chat in as little as 20 seconds. Your experience matters to us, and we'll continue to make positive changes to serve you better every step of the way.

RubyEnergy

# Improvements

## Sales:

We've made signing up with Ruby Energy easier and more convenient than ever! Our sales process is now fully digital, with all agreements completed securely via DocuSign (i.e. paper contract). This gives you the time and flexibility to review your contract at your own pace before signing and returning this to Ruby. Plus, you'll always have a copy on hand to refer to whenever you like.

## Billing:

We've made our bills clearer and more informative, signposting you to helpful charities and support services. If you do need to contact us, you will find our contact details and key information on each bill.





# Online Portal Improvements

We've improved our online portal to give you even more control over your energy usage! If you have a smart meter installed, you can now access up to 12 months of historical consumption data, helping you track your usage, manage your costs, and stay in control of your energy.

If you haven’t already, we recommend registering for an online account **here**.

Don’t forget, your online account provides you access to your bills, meter readings, contractual information, payment options and more.

RubyEnergy

# Ruby is Now Paperless

In a bid to tackle climate change and reduce our carbon footprint in September 2024 Ruby introduced paperless communications and billing. Giving customers instant access to bills, statements and updates in an easily accessible format. giving you the control No more waiting for mail or dealing with paperwork, just quick, convenient and secure digital access at your fingertips.

If you would rather receive physical mail, you have to option to do so. To cover the costs we incur when mailing, there is a small administration charge of £5 per month. You can choose to change this at any point by updating your communication preferences by emailing **postal@rubyenergy.uk**.





# Investing in Excellence

We’ve invested in our people and will continue to do so to service your needs, ensuring that our team is better equipped than ever to provide expert support, clear guidance, and outstanding service.

**What This Means for You:**

- Faster and knowledgeable customer support.
- Efficient issue resolution and account management.
- A smoother, reliable energy service

We’re always evolving to serve you better, at Ruby Energy our goal is services, made simple.