

### How to contact us

If you have any questions, please contact us.

- By phone** UK 0845 0700418  
Non UK +44 870 901 1040
- By post** Southern Electric,  
PO Box 7507, Perth PH1 3NT
- Online** [www.southern-electric.co.uk](http://www.southern-electric.co.uk)

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

Our customer service staff are ready to help you and answer any questions you may have. They are trained to provide you with a first-class service and deal with any problems quickly and without fuss. If for any reason you are not satisfied with our service, please tell us and your problem will be dealt with straight away. If you are still unhappy after speaking to one of our advisers, please ask to speak to a manager. Our helpline telephone number is 0845 0700418.

If the complaint is not resolved to your satisfaction, please write to our Head of Customer Service at Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ or you can send an email to [headofcustomerservice@southern-electric.co.uk](mailto:headofcustomerservice@southern-electric.co.uk). All aspects of your complaint will receive a full review and we will do everything we can to solve the matter to your complete satisfaction. Finally, if you remain unhappy with the response from our Head of Customer Service, you can contact the Energy Ombudsman on 0845 055 0760 or [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk).

### Emergencies

If you suspect a gas leak or other gas emergency, the 24-hour emergency number is 0800 111 999.

### Your gas transporter and meter point reference number

As an energy supplier we are required to provide our customers with details of their gas meter point reference number (MPRN) and the name of their gas transporter. If you need this information, please phone our helpline on 0845 0700418. Lines are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturday.

### Meter readings

If we don't read your meter, we estimate the reading to use on your bill. Normally our calculations are very 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.

### VAT at the lower rate

If you pay lower-rate VAT, you must tell us about any change in your circumstances which affects your eligibility or you could be liable to a penalty under the 1994 Value Added Tax Act.

### Climate Change Levy

For information about the Climate Change Levy, please contact the Climate Change Levy Helpdesk, 3rd Floor West, Ralli Quays, 3 Stanley Street, Salford M60 9LA.

### 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.