

Standards of Service Charter

As the economic regulator for electricity, gas and water in Northern Ireland, the Utility Regulator exists to ensure that the energy and water utility industries here are regulated, and developed within ministerial policy, as set out in our statutory duties.

In doing so, we protect the short and long-term interests of consumers of electricity, gas, and water.

We are committed to delivering the best possible service to our stakeholders, as we work to ensure value and sustainability in energy and water.

Our promise to you

The standards that we have set will ensure that we remain accountable, transparent, collaborative, diligent and respectful during all interactions with our stakeholders.

If you contact us by telephone, we will:

- Give you our name.
- Help you with your enquiry and, where appropriate, direct you to someone that can answer your query or ask the relevant member of staff to call you back.

If you submit a complaint to us about the Utility Regulator, we will:

- Give you an initial response in five working days or less (unless there are exceptional circumstances).

If you contact us by email/letter we will:

- Respond to general correspondence within 10 working days.
- Sometimes we will need longer to gather information. If this is the case, we will contact you and keep you updated.
- Ensure that our response is accessible to you. We will write in plain English, avoid the use of jargon and respond using your preferred format.

What we expect from you in return:

- Treat our staff politely, fairly and with respect.
- Let us know if you have specific needs.
- Keep your contact details and preferences up to date and let us know when something changes.
- Respect our response timeframes. Some matters may take a little longer and we appreciate stakeholder patience as we work through our processes.