

Customer Care Charter

Our commitment is to provide the highest standards of customer service that protects and safeguards the long term reputation of our clients

Welcome to ista

ista provides heat billing for approximately 13 million customers through 48 million heating devices. We maintain high levels of service from the heat meter through to the bill the tenant receives.

This customer service charter sets out the high standards that ista strives for and how we work with our customers to achieve them.

1. We will deliver accurate billing

We will collect heat consumption data from resident's heat meters and generate accurate billing for all our customers.

2. We will communicate positively

We will deal with all our customers promptly, politely and fairly and will provide a number of choices for communication; post, email or telephone.

3. We will provide you with flexible options to pay

We will provide you with a number of options for you to make your payment: direct debit, BACS, online top up, at the bank or over the telephone.

4. We will resolve problems effectively

We will respond to enquiries and complaints quickly and effectively and resolve any issues within an agreed timescale.

5. Accurate billing

ista's billing system, MIRUS, has been developed and tested regularly over the past twenty years. ista as a global business collects heat data from over 48 million heat meters for 13 million customers.

6. ista infrastructure

ista are a metering hardware manufacturer and supplier. We provide metering to measure the amount of heat used within a property, as well as the data communication hardware to remotely collect meter reads and deliver them to our data centre. We check the data on a daily basis and upload it directly into our host billing engine.

7. Bill production

ista's heat bills are generated monthly, within five working days of month end and are delivered to residents via mail or electronically.

Bills are calculated by applying the current tariff to the metered energy use and service charges as agreed. Bills will include, but are not limited to;

- Customer name and address
- Bill number and bill date
- Current and previous meter reading
- Energy use since previous bill
- Comparison of energy use for property type as historical data becomes available for the site
- Current tariff and charges
- Amount due including a VAT statement and Customer's VAT number
- Any Customer Service Level payments due
- How to pay and contact for payment difficulties
- Customer services information
- Emergency contact details.

The bills are also available online 24/7/365 to all our customers.

8. Positive communication

ista online billing

ista's web based billing portal, ista online, has increased functionality and now includes a CRM package. The CRM gives landlords the ability to contact ista through the billing portal and every correspondence is recorded. It also allows the landlords the ability to see communications and case history between tenants and ista's customer service team.

Being there when you need us

ista's dedicated customer care centre is open from 8.30am to 5.30pm Monday to Friday, and messages can be left out of hours. There is also a dedicated email address. Both the voicemail and email inbox are monitored on a regular basis.

Offering more ways for you to get in touch

ista has invested heavily in our customer care team and has increased the methods of communication with our customers to include postal, online, email and telephone.

9. Flexible options to pay

Helping you manage your money

ista offers a number of ways to make payment. These include Direct Debit, PayPoint, credit/debit card, online top-up or via telephone.

Energy efficiency advice

The istaonline billing portal can help you reduce your energy usage in a number of ways. You can compare your previous years' usage profiles against the current year and see how much energy you are using. You can set monthly targets to help reduce the amount of energy used within a given period.

Direct Debits and standing orders

If we make an error in the handling of a Direct Debit, credit or debit card or standing order payment, we will refund on proof any bank charges or financial loss incurred. Once it has been agreed that there has been an error, ista will aim to resolve the error within agreed working days.

Payment arrangements

If you write to us asking to change the way you make payment for your bills and we cannot meet the request, we will notify you within five days of receiving your instruction.

10. We will resolve problems effectively

Account queries

If you write to, or telephone us with a query we will answer the query within three working days and we will send you a response within five working days.

Complaint handling

ista handle all complaints with the upmost attention. Fundamental to any complaint is good communication. As a standard ista will respond to any complaint within 24 hours of it being received.

Once an initial complaint is received the ista customer care team will undertake an investigation to answer each individual point raised by a customer complaint. The maximum time to address an individual complaint item will be three days. Our aim will always be to minimise response time and keep tenants informed of progress. Upon resolution ista will always contact the customer within five working days to advise of any action. If ista passes the case to a third party we will advise the customer of the new contact, who will be able to provide updates as and when required.

Dispute resolution

ista's focus on the highest standard of customer care includes ensuring that any problems are dealt with in a quick and efficient manner.

When ista receives a complaint a dedicated member of the customer care team will thoroughly investigate to determine a complete understanding of the problem and its cause.

ista aims to respond as quickly and efficiently as possible to any complaint with the following;

- A full understanding of the problem and an explanation of its cause.
- Details of any action required to resolve the complaint, or a full and clear explanation if ista believes no action is required.
- Details of any action taken to ensure there is no reoccurrence of the problem that led to the complaint, if possible.
- A full and frank apology if one is justified.
- Details of escalation paths if the complainant is dissatisfied with any aspect of the response.

Contacting us

If you have any questions or complaints regarding the above standards, you can contact us using the following methods:

Telephone: 01223 874987

Email: billing@ista-uk.com

In writing:

ista Energy Solutions Limited
3 Riverside Granta Park, Great Abington,
Cambridge CB21 6AD

Our contact centre is open from 8.30am to 5.30pm Monday to Friday and 9am to 1pm Saturday (excluding public holidays) for general customer service calls and 24 hours a day for emergencies.

Alternatively, you can refer to our website at:
www.ista-uk.com

ista Energy Solutions Limited

The Officers' Mess • Royston Road
Duxford • Cambridgeshire • CB22 4QH
Telephone +44 (0) 1223 874 974
info@ista-uk.com • www.ista.com/uk