

Events log (Example)

July 1	Received bill and noticed my gas bill was not as agreed at set amount each month for 12 months.
July 3	Spoke to advisor who apologized and said it would show on the next month's bill.
July 29	Received bill and agreed amount still not reflecting on invoice. Called customer services, kept waiting for 30 minutes before speaking to advisor. Advised that the correction had not been put through onto the system correctly. Advised that they would amend it and this would show on next month's bill.
Aug 26	Called customer services to check amendment was showing and to confirm it would be on September's bill.
Sept 23	Bill received with correct amount.
Oct 21	Bill received, again incorrect amount showing. Called Customer Services, kept on hold for 15 minutes. Finally spoke with customer service advisor who was not very helpful, and asked to speak to a manager. They guaranteed a response within 10 working days.
Nov 8	No response received, so called again asking to speak to manager, refusing to get off the line. Finally spoke with manager who apologized and guaranteed amendment would be made, showing on next bill and would confirm in writing.
Nov 15	Nothing received in writing. Found their code of practice from company's website and sent letter to their Customer Relations team by recorded delivery.
Dec 1	Deadlock letter received from company. Unhappy with that response, so contacted Energy Supply Ombudsman for help.