

Customer Commitment

What you can expect from Jersey Electricity

Service excellence

- Professional, inclusive and respectful service with advice you can trust
- We'll always prioritise the safety of our customers, community and employees
- Clear, accurate bills delivered on time
- Free, practical guidance and support to help you use energy more efficiently and save whenever and wherever possible
- Continuous improvement shaped by your feedback and experiences



Keeping your personal data safe

- We look after your personal information with care and in line with data protection laws: keeping it safe, using it responsibly, and respecting your rights.



Help us support you

- Have your customer and premises details ready (you'll find these on your bill)
- Contact us early so we can act without delay
- Treat our employees with courtesy and respect
- Share feedback to help improve our products and services



How to contact us

Call our Customer Experience team
01534 505460

8am – 6pm Monday to Friday

Emergency contact: **01534 505050**

Email us at **jec@jec.co.uk**

Write to us at: Customer Experience Manager
Jersey Electricity plc, PO Box 45,
St Helier, JE4 8NY



We welcome your feedback

Your feedback is important to us and directly supports how we improve and enhance your experience.



**Scan the QR code to
visit our compliments
and complaints form.**





Service standards you can expect from Jersey Electricity

Network Connections

- We'll confirm your enquiry within 2 working days
- We'll send a quote:
 - Within 15 working days (simple work)
 - Within 25 working days (complex work needing upgrades)
- Make sure your form is complete to avoid delays
- Fuse / Meter Faults
 - If your power is lost due to a fuse or meter issue:
 - We'll respond within 3 hours (working hours)
 - Or 4 hours (outside working hours)

Planned Interruptions

- We'll give at least 2 days' notice before planned outages

Unplanned Interruptions

- We aim to restore your power within 18 hours of being informed of the issue

Keeping Appointments

- We'll work with you to agree a morning or afternoon visit and will always do our best to accommodate your preferred time whenever possible

Exemptions

(When standards may not be met)

- We can't access your property safely
- Severe weather or external events
- Issues outside our control or third-party damage
- Legal reasons prevent us from meeting standards

Enquiries & Complaints

- We aim to resolve issues at first contact
- We'll acknowledge your enquiry within 2 working days and give you a reference number
- We'll keep you updated with clear progress reports
- Most enquiries will be resolved within 10 working days