

UR Consultation on Energy Supplier Customer Service Levels

Comments from NIE Networks

17 May 2024

NIE Networks welcomes the opportunity to comment on the Utility Regulator's (UR) consultation paper on Energy Supplier Customer Service Levels.

NIE Networks is supportive of the work that UR is proposing concerning Supplier customer service levels, particularly in relation to contact centre services. Primarily we are aware of the challenges faced by some customers outside normal working hours and we welcome the UR's proposed measures. NIE Networks will continue to support all customers outside of core business hours as well as work collaboratively with Suppliers.