



# Code of Practice: Ørsted Onshore Green Energy NI Limited Complaints Handling Procedure

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## **Our vision - and who we are**

Let's create a world that runs entirely on green energy.

**Climate change is a reality, and it's rapidly changing the conditions of life on Earth. To protect our shared home, we need to become better at powering it with green energy.**

The Ørsted vision is a world that runs entirely on green energy. Ørsted develops, constructs, and operates offshore and onshore wind farms, solar farms, energy storage facilities, renewable hydrogen and green fuels facilities, and bioenergy plants. Ørsted is recognised on the CDP Climate Change A List as a global leader on climate action and was the first energy company in the world to have its science-based net-zero emissions target validated by the Science Based Targets initiative (SBTi). Headquartered in Denmark, Ørsted employs approx. 8,000 people. Ørsted's shares are listed on Nasdaq Copenhagen (Ørsted). In 2022, the group's revenue was DKK 132.3 billion (EUR 17.8 billion).



As per our **Vision Statement**, Orsted Onshore Green Energy NI Limited provide a direct point of contact; promising a prompt and personal response to your energy needs at every stage of service delivery.

Our aim is to continuously pursue excellence in our customer service and relationships.

We are keen to hear feedback from you and if you feel we haven't delivered a high standard service please do let us know. A complaint can be defined as **"The expression (through various possible channels: letter, email, phone call or physical claim) of a person's dissatisfaction."**

This Code of Practice is applicable to all Customers. Should you wish to receive a copy of the Code of Practice please contact us via any method outlined below and it will be provided free of charge.

### **Complaint Procedure:**

Orsted Onshore Green Energy NI Limited aim to deal with complaints promptly.

Our Account Management Team will acknowledge that the complaint was received within **5 working days**. We will endeavour to resolve any complaint within **10 working days** but will ensure to provide you with a timeline while we acknowledge the complaint has been received. Sometimes complaints may take longer than we would like to resolve, for example if we need to query with an external party, however you will be informed of this. **Your complaint will not take more than 3 months to resolve**

*Should you wish to make a complaint:*

#### **Contact Details:**

**Please call:** [+442890314466](tel:+442890314466)

Or

**Email:** [settlementsieuk@Orsted.com](mailto:settlementsieuk@Orsted.com)

Or

#### **Write to:**

##### **Commercial Operations**

Orsted Onshore Green Energy NI Limited  
C/O Orsted Renewable Ireland  
42-48 Fountain Street,  
Belfast,  
BT1 5EF



Orsted Onshore Green Energy NI Limited will **adhere to this Code of Practice** and all internal procedures should a complaint be received.

We will use our Customer Database to **log the details of the complaint**, including; the date it was received, the format in which it was made, contact details of the complainant (or person making complaint on the complainant's behalf) and a summary of the complaint.

The Account Management Team will **assess the complaint once received** and will revert to the complainant. A summary/log of the resolution or action will be noted along with comments on the expected timeline if it is not a complaint which can be resolved immediately.

If the resolution is deemed acceptable the complaint will be marked as closed on the Customer Database. The Database will track the number of days that it took to resolve the complaint. If a satisfactory resolution for the customer cannot be reached we can internally escalate the complaint to try our utmost to resolve in a timely manner. However if the Account Management Team following the escalation cannot be resolved we will inform the customer that they may pursue the complaint through the **Consumer Council NI** and will note the date that this advice was given.

Orsted Onshore Green Energy NI Limited are **confident that the complaints procedure is sufficiently accessible to enable any person**, in particular those persons with disabilities or those without internet access to lodge and pursue a complaint. Our Account Management Team will always endeavour to take any **additional steps that may be required** to assist a person of a pensionable age, a person with a disability, a person who is chronically sick or any other person who might have specific needs to resolve the complaint.

**Orsted Onshore Green Energy NI Limited will ensure to:**

- Make an **apology**
- Provide you with **a full explanation**
- Take the necessary **actions to remedy** the issue and arrange for **compensation** payment if required

Staff in Orsted Onshore Green Energy NI Limited Account Management Team will be happy to talk through the complaints handling procedure with you in detail. To confirm, this procedure is available to anyone free of charge.

If you feel your complaint is not resolved to your satisfaction, you can contact the Consumer Council via any of the methods outlined below, please note any person can utilise this scheme at no cost to themselves. The person's right to go to court if they deem the solution unsatisfactory is not affected by this procedure.

Also please note customers can refer complaints that relate to billing to the Utility Regulator if such complaints are not resolved by Consumer Council.



**Consumer Council**

**Call:** 0800 121 6022

**Email:** [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

**Address:**

The Consumer Council  
Floor 3, Seatem House,  
28-32 Alfred Street, Belfast,  
BT2 8EN

**NI Utility Regulator**

**Call:** +44 (0) 28 9031 1575

**Email:** [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

**Address:**

Queens House  
14 Queen Street  
Belfast  
BT1 6ED