

What could we do to make our services better for customers who need extra help?

You Said



- 1 Regularly check if circumstances change (29.6%)
- 2 Ask more often if extra support is needed (16.5%)
- 3 Train staff to understand different needs (11.7%)
- 4 Provide clear information on support services (11.5%)
- 5 Review registers more regularly (9.5%)
- 6 Give customers more time to respond or decide (8.4%)
- 7 Offer more ways to contact us (6.7%)
- 8 Provide information in different formats (6.1%)



What We Did

OUTREACH

Our vulnerable customer team run outbound campaigns to ensure customers are receiving the right support Budget Energy can offer.

PARTNERSHIPS

We have worked with various charities onsite to raise awareness and improve how we support customers through better conversations and clearer explanations.

ACCESSIBILITY

We provide communications in alternative formats on request, including Braille and large-print materials.

CHANNELS

Customers can contact us via phone, live chat, email, or by visiting us onsite.

SELF-SERVICE

We are currently updating our website to improve self-service options and accessibility.