

LOGIC UTILITIES

# Customer Service Charter

Version 2



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## **1. Introduction.**

At Logic Utilities we strive to offer the best possible service for our customers and stakeholders. This charter sets out the service level agreements in which we manage customer queries, our channels of contact and our escalation process in the event a customer is not satisfied with our initial response to their query.

This charter will be regularly reviewed in accordance with changes to regulatory requirements and customer/stakeholder feedback, and Logic Utilities Customer Service operational performance will be monitored regularly to ensure adherence to the standards set in this document.

## **2. Single Point of Contact.**

Our dedicated Customer Service team is the single point of contact for customers. The team's focus is on first contact resolution, and they will aim to resolve all queries when first received and without handoff. Having one point of contact ensures consistency for our customers and allows us to better monitor and improve upon our customer service levels.

In the event a query needs to be referred to another member of the Logic Utilities team, then the Customer Service team will capture all the relevant information required, raise and monitor the ticket to ensure a swift resolution for the customer where possible.

## **3. Contacting Customer Services.**

There are several ways to contact our customer services team included in the table below, additionally self-service forms to make requests and amends to the customer account are available via the Logic Utilities website. We aim to respond to and resolve all queries within the timescales set out later in this document, regardless of the channel in which they are raised.

	What?	How?
<b>Contact us form</b>	Online forms are available on the Logic Utilities website. All types of queries whether you are an existing or new customer can be raised here.	Visit <a href="http://www.logicutilities.com">www.logicutilities.com</a>
<b>Enquiry form</b>	Available for existing customers via the Logic Utilities customer portal. If you require help logging into the portal, please call the Customer Service team on the number below, who can help you get set back up.	Visit <a href="https://login.logicutilities.com/Login.aspx">https://login.logicutilities.com/Login.aspx</a> <ul style="list-style-type: none"> <li>- Log in to your account using your login credentials.</li> <li>- Navigate to the 'Enquiry' section</li> </ul>
<b>Telephone</b>	Dedicated contact centre number for customers to call during opening hours for any queries. IVR system in place so queries can be routed to the correct person and full queue management visibility, to ensure calls are answered as quickly as possible.	Call our toll-free number <b>800 (LOGIC) 56442</b>
<b>Email</b>	An inbox that is resourced during our opening hours, that is managed through a state-of-the-art ticketing system, so response times can be tracked against SLA's. We would recommend this channel for non-urgent queries.	Send an email to <a href="mailto:enquiry@logicutilities.com">enquiry@logicutilities.com</a>
<b>Live chat/what's app</b>	Real time live chat/WhatsApp functionality. This also has some FAQs embedded, so customers can self-service without needing to speak to an agent if they prefer.	Visit <a href="https://login.logicutilities.com/Login.aspx">https://login.logicutilities.com/Login.aspx</a> <ul style="list-style-type: none"> <li>- Log in to your account using your login credentials.</li> <li>Select the WhatsApp or live chat widget</li> </ul>
<b>Frequently asked questions</b>	We have a library of frequently asked questions available on our website in case you would prefer to locate the answer without needing to speak to a member of the team.	Visit <a href="http://www.logicutilities.com">www.logicutilities.com</a> <ul style="list-style-type: none"> <li>- Select our 'contact us' widget on our front page</li> </ul>

#### 4. Recording Customer Contact.

All contact made through our customer service channels will be recorded in the form of a ticket and will have its own unique reference number. Each ticket will include the following.

- Contact details for the customer such as email address and telephone number.
- Primary category and sub ticket type categories.
- Detail of the channel the query was raised from.
- Time stamps of when the query was raised, resolved and any replies or updates in between.
- Summary of the query and resolution from the customer service team.
- Detail of whether the ticket was resolved within set SLA's.

All the above information is recorded and is reportable.

#### 5. Customer Services Opening Hours.

Our Customer Services team can be contacted during the times below:

Monday – Saturdays	08:00 – 18:00
Sundays and Public Holidays	Closed

#### 6. Making a Complaint.

Its Logic Utilities aim to give customers a great experience. But sometimes things can go wrong, and we work hard to make sure they're put right as soon as possible. If a customer feels our service has not met their expectations and they wish to complain, we are more than happy to raise this for them and do everything we can to resolve the issue.

Making a complaint can be made via all our customer contact channels and initial complaints will be reviewed by a member of the customer service team, who will try and resolve this at the first point of contact.

However, if the query is complex and requires further investigation or the customer wants to escalate their complaint further this will be handed over to a customer resolution specialist, who will manage the query until it has been resolved. They will provide the customer with a written response as to the root cause and if any further action is required and what they have done to resolve the complaint. This will usually be completed within 5 working days of the complaint being raised.

Please find below our levels of escalation for complaints.

**Level 1** – Initial complaint raised to us via any of our customer channels and will be reviewed by a member of the customer services team and will provide a written response to customer of the resolution (Resolution will usually within 1-3 working days)

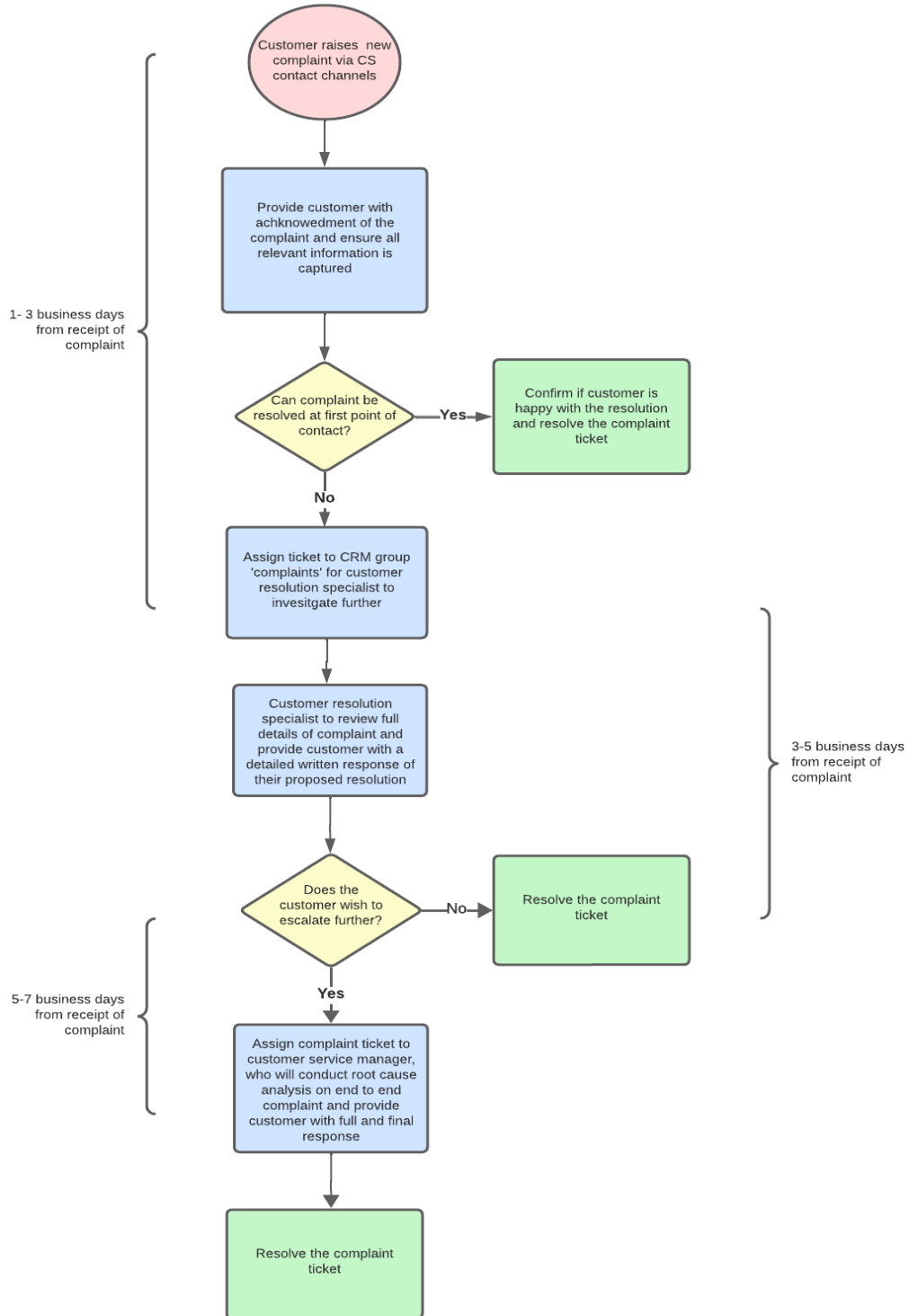
**Level 2** – If the complaint cannot be resolved within the first response, or if the customer is unhappy with the resolution provided by the customer services team, this will be handed over to a customer resolution specialist, who will investigate further and provide a written response to customer of resolution (Resolution will usually be within 3-5 business days)

**Level 3** – If the customer remains unhappy with the response, this can be escalated for a final time to the customer services manager, who will review the responses from the team, investigate further if required and will provide a final response to the complaint (Usually within 5-7 business days of complaint being raised)

If a customer has exhausted our internal escalation process and still wishes to escalate the complaint, they can do so by contacting the Regulatory Supervisory Bureau (RSB). However, if a customer refers their complaint to the RSB and has not exhausted Logic Utilities internal processes, they may be redirected back to us to attempt to resolve beforehand.

Level of escalation	Who's responsible	Resolution timescales
Level 1	Customer Service Advisor	1 – 3 business days
Level 2	Customer Resolution Specialist	3- 5 business days
Level 3	Customer Service Manager	5-7 business days

Logic Utilities Customer Complaints process



**7. Our Service Level Agreements.**

Our commitment is to make it easy for customers to contact us via multiple channels and to answer their queries in a timely and effective manner. We have set ourselves service level agreements to track our performance and ensure we are delivering on our commitment.

Metric	Description	Service Level Agreement (SLA)
Calls answered rate %	Is the percentage of calls answered via the toll-free customer service number, before customer abandons the call.	> 95%
Call SLA	Call SLA is the % of calls answered within 20 secs.	> 80%
Ticket resolution	The % of tickets we resolve within SLA (3 business days)	> 90%
First response time	The % of tickets we respond to within SLA. (2 business days)	> 90%

**8. Reviewing Our Customer Charter.**

Our commitment to our customers includes a proactive approach to reviewing and revising our Customer Service Charter. Additionally, to reviewing demands from the Regulatory and Supervisory Bureau for Electricity and Water (RSB), we will also initiate and welcome customer feedback, to ensure inclusivity in the revision process.

Our proposals for any changes to our charter will undergo RSB approval, ensuring continuous adherence to regulatory guidelines.

Logic Utilities commits to a periodic review every 6 months to proactively enhance our services and adapt to evolving customer needs.



**9. Review time stamps.**

Month/Year	Reviewed completed	Changes made?
10/2022	Yes	Yes – CSC v1
06/2023	Yes	No changes made
12/2023	yes	Yes – CSC v2