



Puredrive energy customer service

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Contact Us. Call us now on 01386 577845 or complete the form below.... At Puredrive Energy, we take feedback and complaints seriously to ensure we provide the best supporter care. We aim to handle complaints sensitively, consistently, and promptly.

We are passionate about your energy independence journey, we are passionate about quality (ISO 9000 Certified), and we are passionate about employing and developing local young people. Above all we are passionate about helping you, our customers.

We are here to help you transition towards free or lowest cost green energy – Its usage, generation and storage. We will guide, supply and support you as you take control of your energy.

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In March 2024, we published aconsultation on a range of mandatory measures aimed at enhancing the standards of customer service that domestic consumers receive from energy suppliers.

These proposals built on the existing measures that we introduced in our September 2023Guidance Note, and also incorporated stakeholder feedback and progress made since then.

We have sought to improve the standards of service provided by energy suppliers to consumers, particularly those in vulnerable circumstances, to ensure that they are afforded the appropriate protections throughout their engagement with the energy market.

Following the careful consideration of all responses received, we have published today our decisions on the mandatory requirements to improve energy supplier customer service levels.

The addition of these new licence requirements will deliver better consumer outcomes as well as assisting in holding our licensees to account if there are failings in customer service standards.



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