



So energy complaints

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How do I complain about so energy solar?

If you aren't happy with the service that we have provided and feel you need to complain, we have a Complaints Code of Practice that details how we handle complaints. If you're unhappy with our services related to So Energy Solar, you can find our complaints procedure here.

Can ESB & so Energy Review my dispute?

So Energy: we can review your dispute. From 1st December 2021, ESB Energy customers will start to transfer over to SO Energy as part of their recent merge. Affected customers can read more information below. Information for ESB & SO Energy customers

Is so energy a good company?

Reviewers overwhelmingly had a great experience with this company. Customers appreciate the competitive prices and the simplicity of understanding their bills. Many consumers have been with So Energy for several years, finding no reason to switch due to the reliable service and helpful staff.

How do I contact so energy?

Contact us if you have a query or question about your service. Phone: 0203 467 6433 E-mail: solar@so.energy
Post: So Energy Trading Limited, Energy Road, London, W4 5PY. Independent Help and Advice Citizens Advice For free, impartial advice on your situation you can contact Citizens Advice consumer service at any stage in the complaints process

Browse and view scam details reported to the BBB. Examine and share scams with others to help protect you from existing schemes.

We will cooperate with MCS or RECC complaint-handlers to assist them to resolve your complaint. We will not take, or threaten to take, action against you through the courts without first trying to solve the ...

If you wish to raise a dispute regarding the service you received under supply from ESB Energy and you are now a SO Energy customer, please raise your dispute under ESB (by SO Energy).

I have been left frustrated, stressed, and overwhelmed by their lack of ...



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Customers appreciate the company's service, highlighting its flexibility and transparency, especially regarding billing based on actual usage and the ability to adjust payments. Consumers also value the ...

In early January, after 104 calls, I made a third complaint, threatening a referral to the Energy Ombudsman about both the calls and the failure to respond to complaints.

Learn how to register your dispute with So Energy or ESB Energy, the supplier that merged with So Energy in December 2021. Find out the ...

I've had some horrendous experiences with So Energy for the last few years, although previous years were okay. I'll summarise my experience.

This technology is designed to identify and remove content that breaches our guidelines, including reviews that are not based on a genuine experience. We recognise we may not catch ...

If appropriate and we need to inspect the system or visit you to investigate the complaint, we will endeavour do so within 5 days of receiving the complaint. But if you are without heating or hot water ...

I have been left frustrated, stressed, and overwhelmed by their lack of communication. Their customer service is nonexistent, and their collections practices are aggressive and misleading. If you value ...

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