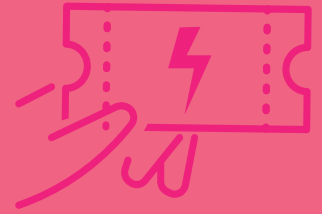


We hear you



Issuing upfront vouchers for energy use

In some of your complaints, you told us that when we give you a heater or dehumidifier to use, we could improve the way we do things. You want us to tell you how to use the equipment and how we will pay you for the extra cost of using it. **We listened to this feedback.**

You said...



- We should pay you for the electricity costs sooner
- The process to claim costs was long and too late
- We should communicate better about using our equipment

What we're improving...



- We want to make it easier and quicker for you to be paid the extra cost of using this equipment.
- We don't want you to have to make a compensation complaint to get this money back.
- We hope that this will improve the experience you have with Citizen.

To achieve this...



Citizen is reviewing how to make the process of recovering costs quicker, earlier and easier. In December 2024, we will start a trial to pay you the costs of using dehumidifiers in advance.

- When Citizen engineers are in your home, and you need this equipment, we will explain the safe usage of the equipment.
- We will book the appointment to collect the equipment sooner.
- We will email you vouchers that you can redeem for cash in numerous local stores (like PayPoint).

We monitor the actions we take to improve our customers' experience and will share updates with you as they become available.