



**Business
Solutions**

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Narborough Parish Council
The Old School House, High Street
Stoke Ferry, King's Lynn
PE33 9SF

Date: 21/01/2026
Your reference: EG101686-25
Visit us online: npowerbusinesssolutions.com
Email us: complaints.business@npower.com
Call us on: 0800 072 7611
We're open: 9:00am to 5:00pm, Monday to
Thursday, and 9:00am to 4:30pm
on Fridays

The Energy Ombudsman reference

Dear Sara,

We have now received the Ombudsman's final decision, and I can confirm the following resolution to the issues raised, as agreed:

- Complete a BACS refund of £10,065.87.
- Provide a gesture of goodwill of £500.

I would like to offer my sincere apologies for any inconvenience you have been caused whilst trying to resolve your issues. Please be assured any failures are noted and used to improve the quality of our customer service going forward. Your complaint has now been closed on our records. Should you have any further queries then please contact me directly on 0800 072 7611 or email complaints.business@npower.com and I will be pleased to assist you.

Yours sincerely

Danial
Senior Complaints Advisor

Cc The Energy Ombudsman