



Standards of Conduct and Treating Customers Fairly **Annual Review of Designated Activities 2017**

Introduction:

This has been another good year at MA Energy. In terms of our obligations under the standards of conduct and fair treatment of customers this year has been positive. However, we are not complacent and are actively seeking to further improve our services.

Communication regarding Billing or Contractual Information:

A major part of our customer satisfaction work has been to voluntarily upgrade our complaints details on various documents such as the customer terms and conditions as recommended by Citizens Advice Bureau.

Accuracy of Billings:

With regards to the designated activities we have not had any issues with accuracy of billings to our customers. There were few re-bills but were not because of accuracy concerns. In the forthcoming year we would be seeking to encourage customers on the uptake of our online customer account facilities.

Customer Issues:

Unfortunately there was one customer who did go to the Ombudsman because he was unhappy with a charge we had correctly applied to the account and the Ombudsman found in our favour. Notwithstanding this we are trying to improve from this experience, too.

Time Frame for Receiving and Payment of Bills:

The period from the receipt of bill to payment is notified to prospective customers at the time or before customers enter into an agreement with MA Energy. On some occasions, the billing payment period is adjusted following requests from existing or prospective customers depending on their particular circumstances. We accommodate such requests where we can by agreement.

Customer Transfers:

Throughout the year we have reached supply agreements with new customers and some have left to join other suppliers. On the whole the supplier transfer process has been satisfactory. When objecting we are mindful of our duties and try to ensure the matter is resolved promptly with the other supplier and our customers.

Deemed Contract Matters:

Our Deemed contract and out of contract rates are set out in our relevant principle terms which are available on our website. When there is a change of tenancy we inform our 'new' customers of the relevant information and offer them fixed rate terms which are generally cheaper than the deemed rates. In the last 12 months we have had a number of customers on deemed contract rates for various periods depending on their circumstances.

Revised version: 1st November 2017