



Treating Customers Fairly Statement

Introduction

M A Energy Ltd is committed to providing fair, honest and transparent services to all our customers. In accordance with this commitment we have undertaken several different activities to ensure fairness to customers in particular Micro Business Customers.

Beating the Queue - Customer Service Calls

We are proud of our ability to provide relatively easy access to customer services team and customer accounts managers. We have been able to respond to phone calls and respond to enquiries without keeping customers waiting for long periods of time and we aim to continue this good practice as much as practicable.

Changes and Revision to Customer Terms and Conditions

In light of new regulatory conditions we have amended and revised our existing Non Half Hourly terms and conditions to comply with the regulatory conditions.

Our terms and conditions use sub-headings to assist reading and understanding. Also around June 2013 we introduced specific contracts which provide key summary information.

Clear Billing Statements

Our bills provide the total costs and breakdown of costs in a clear and transparent manner.

Around 2013 we introduced a new billing system to ensure we provide more accurate billing to our customers. We have also introduced more details on our invoices including information on the contract end date in line with regulatory requirements.

Bill/ Invoice Disputes

During early 2013, following customer feedback and internal reviews, we revised our late payments terms to the benefit of all our customers. They include a daily cap on late payment charges and limits late payment fees to a maximum of 21 days.

The revised late payment terms confirm that any dispute or request for revised invoices about the bill/ invoice must be notified to us by the payment due date otherwise they would not be amended and be dealt with in subsequent invoices where appropriate.

Delayed - Deemed Contract Rates

Deemed Contract rates are expensive and we have delayed their application to Micro Business Customers until 21 days after the contract end date. This will give Micro Business adequate time to appoint another Supplier or re-negotiate another contract with us where applicable.

Deemed Contract Rates

While we believe they comply with our regulatory requirements deemed or out of contract rates are higher than contracted/ fixed rates and so it is in the customers' interest to negotiate fixed contract rates.

Blocking Transfer

We are mindful that blocking transfers can cause problems to Micro Businesses. We have set out the circumstances under which we may block transfers in our terms and conditions. We will try and work with the Micro Businesses to resolve any problems and work towards minimising the need to block any transfers. Customers who face this situation are advised to contact our customer services or their designated account manager as soon as possible.

Our Services and Treatment of You

We aim to provide prompt, fair and high quality services to our customers. Our "Standards of Conduct" provide further details of how we aim to achieve this.

For further information please do not hesitate to contact our customer services team on 033 33 44 55 12 or email enquiries@maenergy.co.uk.