



Treating Micro-Business Customers Fairly Statement

Introduction

MA Energy is committed to providing a fair, honest, transparent, appropriate and professional service to all its customers. In accordance with this commitment we have made several improvements to ensure fairness to all of our customers including Micro Business Customers (MBC). In accordance with our regulatory duties this statement is primary for our MBC. A separate statement is available for non-micro business customers.

In adopting this Statement we recognise that fair treatment of our customers is about adding value to the service we offer by aiming to:

- Provide a professional and appropriate service to best meet the needs of all of our customers by offering a transparent, honest and efficient service;
- Ensuring that our information is complete, accurate and not misleading;
- By making it easier for Micro business consumers to contact us;
- Acting promptly to put things right in the event of mistakes that have been made;
- By ensuring our customer service is of a high standard and processes are fit for purpose for all.

Taking Practical Steps

In practical terms for the different areas of our business this means:

- Ensuring that promotional material and other documentation such as our customer contractual terms and conditions are clear, compliant and jargon free;
- The documentation we provide is easy to understand with the assistance of headings and sub-headings along with other drafting techniques;
- No unnecessary delays or objections to any supplier transfer unless we are permitted to do so under our contractual terms and conditions and regulatory licence conditions;
- Ensuring the accuracy of bills, unless it is based on estimates, and providing clear details of payment terms;
- Providing details of the proposed contract or the deemed contract rates or renewal terms in simple language and in writing with relevant details;
- Complying with regulatory rules on back billing when applicable;
- Ensuring that our staff have training on all products they provide advice on or sell, to ensure customers are treated fairly;
- Ensuring our staff are courteous, polite and professional at all times;
- Keeping records of customer instructions and of the advice and options given before, during and after a sale – to help ensure we treat customers fairly and can deal with any complaints that may arise in a timely manner while ensuring a consistent approach and;
- Produce an annual review of our efforts to treat customers fairly under this policy.

Revised: August 2018