

## **Standards of Conduct and Treating Customers Fairly** **Annual Review of Designated Activities 2018**

### **Introduction:**

The last 12 months have been very successful for MA Energy in terms of our obligations under the standards of conduct and fair treatment of our customers. We do not however believe is being complacent and are continually looking for new ways to further improve the services we provide.

### **Communication regarding Billing or Contractual Information:**

At MA Energy we believe that good, clear and helpful communication is key to our customer satisfaction. On the rare occasions that one of our customers feels they need to raise an issue or complaint we make it as easy and straightforward for them to do so. We have taken on board the guidance and recommendations of both the Citizens Advice Bureau and Ofgem and have worked hard to publish as much information to assist our customers in raising and resolving issues as we can including on our invoices and in our terms and conditions.

### **Accuracy of Billing:**

During the past 12 months MA Energy has had zero instances of having to re-bill an invoice due to inaccuracies within our systems. Where re-bills have had to be undertaken this has been due to inaccurate information being supplied to us or circumstances being changed that we were not aware of. As previously stated, MA Energy will never be complacent over any aspect of the services we provide and this certainly includes billing, which is why we are always looking to improve the whole billing process and customer experience.

### **Customer Issues:**

During the last year MA Energy has received no customer complaints via Ofgem or the Ombudsman. Any smaller issues that have been raised directly to us have in cases been resolved to the satisfaction of the customer with the quickest resolution time possible.

### **Time Frame for Receiving and Payment of Bills:**

At the point of sale the payment period of invoices is agreed with the prospective customer. This is normally 10 working days, but along with our prices can be bespoke to best suit the benefits of both MA Energy and the customer. On some occasions, even after the contract is agreed, the payment period can be adjusted depending on a particular customers circumstances. Where ever possible we try to meet the requirements of customers regarding payment terms.

### **Customer Transfers:**

Throughout the year many new customers have agreed contracts to be supplied by MA Energy and equally some existing customers have decided to move their supplies elsewhere. Whether gaining new customers or losing existing customers we pride ourselves in making the whole process as smooth for the customer as possible. If on occasions we have to object to a supply leaving MA Energy we are mindful of our duties and assist in ensuring the issues around the objection are resolved as efficiently as possible.

### **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.