



Treating Customers Fairly Statement (Non-Micro-Business)

Introduction

MA Energy Ltd is committed to providing fair, honest and transparent services to all our customers. In accordance with this commitment we have made several improvements to ensure fairness to all of our customers.

Beating the Queue – Customer service calls

We are proud of our ability to provide easy access to our customer services team and customer accounts managers. We will answer all phone calls within 3 rings and reply to any written enquiries within 48 hours. We will ensure that this high level of customer service continues throughout the contract period and beyond.

Changes and revision to customer terms and conditions

MA Energy ensures that we keep up to date with all and any changes within the industry that have an effect on our customers and ensure our policies and terms and conditions reflect this at all times.

Clear billing statements and customer enquiries

Our invoices provide, in a clear and transparent way, all the consumption detail, unit prices, contract length, additional charges and helpful contact details so that if our customers do have any questions it is easy for them to find the right answers.

In addition MA Energy continually reviews all of our billing information and appreciates and embraces out customer feedback to help us make the bills as straightforward and as free from jargon as possible.

Deemed/Out of Contract rates

MA Energy's "deemed/out of contract rates" meet our regulatory requirements, but are as you would expect higher than contracted/ fixed rates and so it is in the customers' interest to negotiate fixed contract rates. If a customer moves into a site supplied by MA Energy and doesn't have a contract in place then deemed/out of contract rates will be applied, but if the customer agrees a contracted/fixed rate tariff these rates can be back dated to the beginning of the month they were first requested.

Objecting to supplier transfers

We are mindful that objecting to supplier transfers can cause problems to our customers. We have set out the circumstances under which we may object to supplier transfers in our terms and conditions. We will try and work with our customers to resolve any problems and work towards minimising the need to object to any supplier 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 our customers

We aim to provide prompt, fair and high quality services to all of our customers.

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.

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