

## **The Electricity Act 1989 and Gas Act 1986**

### **Provisional Order under Section 25(2) of the Electricity Act 1989 and section 28(2) of the Gas Act 1986**

**To:** Economy Energy Trading Limited (company number 07513319) having its registered office at 181 Stoneleigh Park, Warwickshire CV8 2LG ('Economy Energy'), the holder of a licence granted under section 6(1)(d) of the Electricity Act 1989 (the 'Electricity Act') and a licence granted under section 7A(1) of the Gas Act 1986 (the 'Gas Act')

#### **WHEREAS:**

- A. The Gas and Electricity Markets Authority ('the Authority') has been in discussions with Economy Energy regarding compliance with its obligations under:
  - a. the standard conditions of the gas and electricity supply licences (collectively referred to as 'SLC'); and
  - b. the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 ('Complaints Handling Regulations').
- B. Based on the information received by the Authority, it appears to the Authority that Economy Energy is contravening or is likely to contravene the following relevant condition or requirement (as applicable):
  - a. SLC 14, 14A, and 22; and
  - b. Regulations 3, 4, 5, and 7 of the Complaints Handling Regulations.
- C. Having had regard to the matters set out in section 25(2), (3)(a) and (b) of the Electricity Act and section 28(2), (3)(a) and (b) of the Gas Act and the consequences of contravention, the Authority considers it requisite to make a Provisional Order.

#### **NOW THEREFORE:**

The Authority, pursuant to section 25(2) of the Electricity Act and 28(2) of the Gas Act, and for the purpose of securing compliance with the above-mentioned provisions of the SLCs and the Complaints Handling Regulations, hereby orders Economy Energy to do the following:

#### **Complaints Handling and SLC 22.3**

1. For the purpose of ensuring that Economy Energy can adequately deal with any expression of dissatisfaction, including, but not limited to, customers being off-supply, comply with regulations 3, 4, 5, and 7 of the Complaints Handling Regulations, and comply and continue to comply with its obligations in relation to SLC 22.3 (Duty to offer and supply under Domestic Supply Contract). This is to be achieved by ensuring that the following steps are taken within the times specified below:
  - a. By the day after the date of service of this notice, in relation to any customer:

- i. who notifies Economy Energy, between 8am and 6pm on any business day (being Monday to Friday), that they are currently off-supply or they will be imminently off-supply; and/or
  - ii. who Economy Energy identifies, between 8am and 6pm on any business day (being Monday to Friday), as being off-supply or will be imminently off-supply,

due to a pre-payment meter not operating so as to permit a supply of electricity and/or gas to the customer's premises, Economy Energy shall take whatever measures necessary so as to permit a supply of electricity and/or gas to the customer's premises, as soon as reasonably practicable, but by no later than 1:00pm the next business day.
- b. By the day after the date of service of this notice, in relation to any customer:
  - i. who notifies Economy Energy, between 6pm on a Friday and 8am Monday, that they are currently off-supply or they will be imminently off-supply; and/or
  - ii. who Economy Energy identifies, between 6pm on a Friday and 8am Monday, as being off-supply or will be imminently off-supply,

due to a pre-payment meter not operating so as to permit a supply of electricity and/or gas to the customer's premises, Economy Energy shall take whatever measures necessary so as to permit a supply of electricity and/or gas to the customer's premises, as soon as reasonably practicable, but by no later than 1pm the following Tuesday.
- c. By 24 February 2014, ensure that a process is in place to answer calls from customers who have indicated that they are off-supply or who will be imminently off-supply, within 5 minutes.
- d. By 24 February 2014, ensure that Economy Energy offers customers the option of calling Economy Energy using a standard geographic telephone number (that is, a telephone number prefixed with '01' or '02') in addition to Economy Energy's existing non-geographic telephone number (prefixed with '0844').
- e. By 28 February 2014, extend the opening hours of Economy Energy's in-house staffed call centre so that an interactive service is provided:
  - i. from 8am to 6pm on a Saturday; and
  - ii. from 8am to 8pm Monday to Friday.
- f. By 28 February 2014, ensure that Economy Energy engages its third party call centre support service to provide an interactive call centre service:
  - i. from 8am to 11pm Monday to Friday; and
  - ii. from 8am to 11pm Saturday and Sunday.
- g. By 28 February 2014, implement robust policies, procedures and systems as are necessary to ensure that Economy Energy:
  - i. records all expressions of dissatisfaction and resolution; and
  - ii. monitors call centre workload to allocate and maintain adequate resources for complaints handling.
- h. By 28 February 2014, provide a copy of any such policy and/or procedure referred to in paragraph 1(g) to the Authority.

- i. By 28 February 2014, publish a complaints handling procedure which is compliant with regulation 3 of the Complaints Handling Regulations.
2. For the purpose of securing compliance with regulations 3, 4, 5, and 7 of the Complaints Handling Regulations and SLC 22.3, from the day after the date of service of this notice and until Economy Energy has satisfied the Authority that it has implemented the above measures Economy Energy shall not acquire any new customers, or add any customer accounts by upgrading to dual fuel.

### **Transfer blocking**

3. By the day after the date of service of this notice, Economy Energy shall comply and continue to comply with its obligations in relation SLC 14 (Customer transfer blocking) and SLC 14A (Customer transfer) by ensuring that it does not prevent a Proposed Supplier Transfer<sup>1</sup> except in accordance with the provisions of SLC 14. In addition, Economy Energy shall produce to the Authority the following evidence to demonstrate its compliance with SLC 14 and SLC 14A:
  - a. By 28 February 2014 implement policies and procedures complying with SLC 14 and 14A.
  - b. By 28 February 2014 provide a copy of any such policy and/or procedure referred to in paragraph 3(a) to the Authority.

This order shall cease to have effect on 14 May 2014 unless previously confirmed by the Authority.

**Dated: 14 February 2014**

Signed

**Sarah Harrison  
Senior Partner, Sustainable Development  
Duly authorised on behalf of the Gas and Electricity Markets Authority**

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<sup>1</sup> As defined by SLCs meaning 'in relation to any premises at which an Electricity and/or Gas Supplier is supplying electricity and/or gas, means the proposed transfer of responsibility for that supply from that Electricity and/or Gas Supplier to any other Electricity and/or Gas Supplier'