

**UK Energy Incubator Hub Limited**  
**Gas Act 1986 & Electricity Act 1989**  
**Provisional Order made under section 25(2) of the Electricity Act and**  
**section 28(2) of the Gas Act 1986**

To: UK Energy Incubator Hub Limited ("UKEIH"), company number 09844783, of 20-22 Wenlock Road, London, N17GU, the holder of licences granted under section 6(1)(d) of the Electricity Act 1989 ("the Electricity Act") and section 7A(1) of the Gas Act 1986 ("the Gas Act").

WHEREAS:

- (A) The Gas & Electricity Markets Authority ("Authority") has received information and is concerned with regard to UKEIH's compliance with its obligations under the standard conditions of the gas and electricity supply licences ("SLCs") and with its obligations under the *Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008* ("CHSR") and section 47 of the *Consumers, Estate Agents and Redress Act 2007* ("CEARA").
- (B) It appears to the Authority that UKEIH is contravening and likely to contravene SLC 0.3(a), 0.3(c), and regulations 3, 6, 7(1)(a) and 7(1)(b) of the CHSR's, insofar as it appears to the Authority that UKEIH is not consistently contactable by its customers and does not currently engage with and resolve consumer complaints in a timely and efficient manner.
- (C) It appears to the Authority that UKEIH is contravening and likely to contravene SLC 0.3(a) and section 47 of CEARA, insofar as it appears to the Authority that UKEIH is failing to comply with its obligations as a member of the designated ombudsman scheme by failing to implement the ombudsman's remedies and pay the ombudsman's fees.
- (D) Having had regard to the matters set out in section 25 of the Electricity Act and section 28 of the Gas Act, the Authority considers it is requisite to make a provisional order in exercise of the powers in section 25(2) of the Electricity Act and section 28(2) of the Gas Act.

NOW THEREFORE:

The Authority, pursuant to section 25(2) of the Electricity Act and section 28(2) of the Gas Act, and for the purpose of securing compliance with SLC 0.3 of the gas and electricity

supply licences, regulations 3, 6 and 7 of the CHSRs, and section 47 of CEARA, makes a provisional order requiring UKEIH to do the following:

- (1) By no later than 4pm on Monday 6 June 2022, implement and deliver in full all outstanding remedies issued by the Ombudsman Services: Energy to date.
- (2) By no later than 4pm on Thursday 9 June 2022, pay to the Ombudsman Services: Energy the sum of £192,380, this being the outstanding fees from the Ombudsman Services: Energy's correspondence of 26 May 2022.
- (3) Ensure that UKEIH customers are able to contact UKEIH by telephone at all reasonable times, namely, as a minimum, during weekdays between 9am and 5pm. Where the customer's enquiry or complaint is not able to be resolved on the first call, UKEIH must ensure a staff member qualified and authorised to deal with the matter contacts the customer by the end of the next working day.
- (4) Ensure that all emails from UKEIH customers are acknowledged within 24 hours and substantively responded to within ten business days. If the substance of the customer's enquiry or complaint cannot be resolved within ten business days, UKEIH must (before the expiry of that timeframe) provide the customer with an explanation for the delay and a suggested pathway to, and estimated timeframe for, resolution.
- (5) By no later than 4pm on Friday 24 June 2022, provide the Authority with an independent audit report (commissioned at UKEIH's own expense and prepared by an independent professional acceptable to the Authority) confirming UKEIH's compliance with paragraphs (1) to (4) above.
- (6) Until the provision of the report referred to in paragraph (5) above, refrain from all sales, marketing and customer acquisition activity, including the acquisition of any new domestic customer or upgrading of any existing domestic customer to dual fuel.
- (7) Engage fully and properly with the Extra Help Unit of the Citizen's Advice Bureau to resolve all outstanding issues and complaints in a timely and efficient manner.

This order shall cease to have effect on 31 August 2022 unless confirmed by the Authority on or before that date.

Dated: 31 May 2022

[signed]

**Charles Hargreaves**  
**Deputy Director, Enforcement**

**Duly authorised on behalf of the Gas & Electricity Markets Authority**