

I have pleasure in enclosing my responses to the questionnaire on TPI's

Chapter 2 – Question 1 – Yes

Chapter 3 – Question 2 – Yes

Chapter 3 – Question 3 – Yes, my own experience is that when relying on the professional competence of a TPI we fell foul of British Gas punitive rollover contract terms. This was as a result of the TPI not being aware of the contract conditions applying to us their customer. It resulted in an appeal to the ombudsman and a subsequent court case which was not resolved until 2 years later. The judgement we obtained was in our favour for damages and costs.

Chapter 4 – Question 4 – Yes

Chapter 5 – Questions 6/7 – Absolutely essential that there must be a TPI statutory code which is enforced rigorously with a minimum requirement of professional indemnity insurance to protect clients.

Chapter 6 – Question 8 – With the correct code of practice I believe the potential opportunities are large

Chapter 7 – Question 9 – Yes

Chapter 7 – Question 10 - Yes