

The Electricity Act 1989 and Gas Act 1986

Revocation Order under section 25(7) (c) of the Electricity Act 1989 ("Electricity Act") and section 28(7) (c) of the Gas Act 1986 ("Gas Act")

To: Economy Energy Trading Limited (company number 07513319) having its registered office at 164 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 appeared to the Authority that Economy Energy was contravening, or was likely to contravene the following relevant conditions or requirements (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 made a Provisional Order on 14 February 2014.

D. Based on information received by the Authority subsequent to the issuance of the Provisional Order on 14 February 2014, the Authority was satisfied that Economy Energy was contravening or was likely to contravene the relevant condition or requirement (as applicable) stated at paragraph B.

E. Further to the Notice of Proposal to Confirm the Provisional Order, issued on 25 March 2014 under section 26(1) and (2) of the Electricity Act 1989 and section 29(1) and (2) of the Gas Act 1986, representations made by Economy Energy were duly considered by the Authority.

F. Having had regard to the matters set out in section 25 (4)(a) and (b), section 25(4A) and 25(5) of the Electricity Act 1989 and section 28 (4)(a) and (b), section 28(4A) and section 28(5) of the Gas Act 1986, the Authority was satisfied the provision made by the Provisional Order, with modifications, was requisite for the purpose of securing compliance with the relevant condition or requirement (as applicable) stated at

paragraph B, and therefore confirmed the Provisional Order with modifications on 13 May 2014 in accordance with section 26(3) and (4) of the Electricity Act 1989 and section 29(3) and (4) of the Gas Act 1986.

G. The confirmed Provisional Order dated 13 May 2014 was to have effect until such time as it was revoked by the Authority in accordance with section 26(6) of the Electricity Act and section 29(5) of the Gas Act.

H. Further to representations and submissions from Economy Energy in relation to its compliance with the relevant condition or requirement (as applicable) stated at paragraph B, the Authority was satisfied that the following provisions made by the confirmed Provisional Order dated 13 May 2014 were no longer requisite for the purpose of securing compliance. On 12 November 2014, the Authority issued a Notice of Proposal to revoke these provisions and subsequently revoked these provisions on 12 December 2014:

SLC 22.3, and Complaints Handling Regulations:

- a. Paragraphs 1a(i), 1a(ii), 1b(i), 1b(ii), 1c, 1d, 1e(i), 1e(ii), 1f(i), 1f(ii), 1g(ii) and
- b. Paragraph 2.

I. Following the Revocation Order dated 12 December 2014, the following provisions of the confirmed Provisional Order remained in place. However, following further representations and submissions from Economy Energy, the Authority is now satisfied that these remaining provisions of the confirmed Provisional Order dated 13 May 2014 are no longer requisite for the purpose of securing compliance and hereby revokes these provisions. Consequently all the remaining provisions of the confirmed Provisional Order shall be revoked:

- c. SLC 22.3, and Complaints Handling Regulations: Paragraph 1g (i) and
- d. Transfer Blocking and SLCs 14 and 14A: Paragraph 3

NOW THEREFORE:

The Authority, having given notice of its proposal to revoke the following and remaining provisions of the confirmed Provisional Order dated 13 May 2014, pursuant to section 26(6) of the Electricity Act and section 29 (5) of the Gas Act hereby revokes these provisions:

Complaints Handling and SLC 22.3

1. For the purpose of ensuring that Economy Energy can adequately receive, handle and process any expression of dissatisfaction, including, but not limited to, customers being off-supply, comply with regulations 4 and 5 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:

g. Maintain robust policies, procedures and systems as are necessary to ensure that Economy Energy:

(i) records all expressions of dissatisfaction and resolution.

Transfer blocking and SLCs 14 and 14A

3. Economy Energy shall comply and continue to comply with its obligations in relation to SLC 14 (Customer transfer blocking) and SLC 14A (Customer transfer) by ensuring that it does not prevent a Proposed Supplier Transfer¹ except in accordance with the provisions of SLC 14.

The provisions specified at paragraph I of this notice are revoked from the date of this notice.

Dated: 3 June 2015

Signed

**Rachel Fletcher
Senior Partner**

Duly authorised on behalf of the Gas and Electricity Markets Authority

¹ 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'.