

Gas and electricity suppliers

19 April 2016

### **Open letter on supplier arrangements with third parties**

Following recent media interest regarding the sale of E.ON Age UK tariffs, we have looked into E.ON's marketing of these tariffs and have announced today our conclusion that there is no case to open an investigation.

These events provide a timely reminder for all suppliers of their obligations to oversee the sales and marketing activities of any third parties they partner with and to ensure they treat consumers fairly. This includes not marketing products or services to consumers for whom they would be inappropriate.

The Charity Commission has looked into the practices of Age UK in relation to this matter and they have today published a report of their findings.<sup>1</sup> Any supplier thinking about partnering with a charity or other trusted party as an intermediary might find it useful to read the Charity Commission's report - to understand the expectations on charities with regards to people they are set up to help.

Yours faithfully,

**Rachel Fletcher**  
**Senior Partner**  
**Consumers & Competition**

---

<sup>1</sup> <https://www.gov.uk/government/publications/age-uk-case-report>