



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: Iresa Limited (company number 08186664) having its registered office at The Quadrant Business Centre Nuart Road, Beeston, Nottingham, NG9 2NH, ('Iresa'), 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 received information regarding Iresa's compliance with its obligations under the standard conditions of the gas and electricity supply licences (collectively referred to as 'SLC').
- B. Based on the information received by the Authority and our engagement with Iresa, it appears to the Authority that Iresa is contravening or is likely to contravene SLC 0.2, 0.3 c) and 0.3 d) (Treating Domestic Customers Fairly).
- C. 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 0.2, 0.3 c) and 0.3 d), makes a provisional order requiring Iresa:

1. Customer Service Arrangements

- i. Not to act in contravention of SLC 0.2, 0.3 c) and 0.3 d);
- ii. In particular (but without prejudice to the broader requirements of (i) above):
 - a. By 9 April 2018, to extend the opening hours of Iresa's in-house call centre so that a telephone contact service is provided:
 - i. from 8am to 6pm on a Saturday; and
 - ii. from 8am to 8pm Monday to Friday.
 - b. By 3 April 2018, to ensure there is "ring back" or an "Interactive Voice Response" system in place to return calls to customers. Where a customer requests the ring back service before 2pm, Iresa shall return the call within the same working day, where the customer makes a request for the ring back service after 2pm, Iresa shall contact the customer by no later than 5pm the next working day. Where the customer requests the ring back service on a Saturday, the next working day will be Monday.

- c. By 9 April 2018 to ensure the average call waiting times, as defined in the Annex to this notice, are not longer than 5 minutes.
- d. To produce and submit to the Authority weekly reports of the total number of calls received from the day after the date of service of this notice, the average call waiting times and the number of calls which have dropped out of the call queue or have been disconnected. The first report shall be submitted by 13:00 hours on 9 April 2018. Each subsequent report shall be submitted on the Monday of each week after 9 April 2018 by 13:00 hours.
- e. By 3 April 2018 to have a process in place to respond to all emails (web or email route) from customers, including emails containing any expression of dissatisfaction from customers, in a timely and efficient manner. In particular, all emails received by Iresa must be:
 - i. responded to within 5 working days from the date of receipt; and
 - ii. if the subject matter of the email cannot be resolved within 10 working days from the date of receipt, Iresa must provide the customer with an explanation and date for resolution.
- f. To produce and submit to the Authority reports in respect to the following:
 - i. the total number of emails received from customers from the day after the date of service of this notice;
 - ii. the total number of those emails which received a response within 5 working days of receipt;
 - iii. the total number of those emails where the subject matter was resolved within 10 working days;
 - iv. the total number of those emails where the subject matter was not resolved within 10 working days and 5 randomly selected email samples of such correspondence with the customer;
 - v. the first report shall be submitted on 13 April 2018 and all subsequent reports shall be submitted on a weekly basis. Each subsequent report shall be submitted on the Friday of each week after 13 April 2018 by 13:00 hours.
- g. To ensure that i) all outstanding emails which have not been responded to by the date of the service of this notice receive a response by 30 April 2018 and ii) each such response addresses the subject matter of the outstanding email it is responding to.
- h. To ensure that it has customer service arrangements and processes which are complete, thorough, fit for purpose and transparent. In particular, Iresa must:
 - i. record all expressions of dissatisfaction and resolution in a timely and efficient manner;
 - ii. monitor the workload of its customer service function to allocate and maintain adequate resources for complaints handling;

- iii. where the customer has raised a complaint, direct the customer to the Citizens Advice Consumer Advice Service for independent advice; or
 - iv. direct the customers to the Ombudsman if the customer has informed Iresa that the customer is not happy with the manner in which the complaint has been dealt with or the expression of dissatisfaction is over 56 days old.
 - i. By 16 April 2018, to implement a process to identify in a manner which is effective and appropriate all new and existing Domestic Customers in a Vulnerable Situation as defined in SLC 0.9
 - j. To review all customer accounts by 23 April 2018 to ascertain whether any customer is a Domestic Customer in a Vulnerable Situation in a manner which is effective and appropriate having regard to the interests of the of each Domestic Customer in a Vulnerable Situation. Iresa must contact any customer identified as a Domestic Customer in a Vulnerable Situation and offer to register their details on the Priority Services Register.
2. For the purpose of securing compliance with SLC 0.2, 0.3 c) and 0.3 d) from the day after the date of service of this notice and until Iresa has satisfied the Authority that it has implemented the above measures, Iresa shall:
- i. not acquire any new customers, or add any customer accounts by upgrading to dual fuel;
 - ii. not issue any new demands for one off payments for the supply of gas and/or electricity where the customer is not in default with the agreed payments plan under the terms of their contract; and
 - iii. not increase the amount of the Direct Debit agreed with each customer under the terms of their contract for the supply of gas and/or electricity

This order shall cease to have effect on 27 June 2018 unless confirmed by the Authority on or before that date.

Dated: 27 March 2018

Signed

Martin Crouch

Senior Partner, Improving Regulation

Duly authorised on behalf of the Gas and Electricity Markets Authority

ANNEX

Meaning of term

average call waiting times: means the average time taken to answer all calls received during the period from 8am Monday to 6pm Saturday for the week prior to each relevant reporting deadline specified in this notice, excluding requests for ring back service.