

Consumer Expectations

May 2009

Broad area of concern	Relevant expectations
Meaningful choice	<ol style="list-style-type: none"> 1. Suppliers offer a range of products and services for consumers to consider and make informed decisions. 2. There is ready access to cost-effective, good quality, comprehensive and easy to understand information on gas options, possible gas suppliers and alternatives to gas. 3. From the options available in the market, consumers are readily able to choose their energy form and supplier, and to modify their choice.
Connections and disconnections	<ol style="list-style-type: none"> 4. The connection to supply is safe, reliable and 'fit for purpose' and the connection process is timely and well managed. 5. Arrangements for termination of the contract and supply disconnection are reasonable, and are undertaken safely and in a timely and well-managed way.
Gas supply & related services	<ol style="list-style-type: none"> 6. The supply of gas is safe, reliable and 'fit for purpose'. 7. Other services reasonably required as part of receiving gas supply, such as a call centre and metering services, are readily available and 'fit for purpose'.
Contractual terms and conditions	<ol style="list-style-type: none"> 8. The contractual terms and conditions of supply of gas to the consumer are lawful, fair and reasonable, while accurately reflecting any upstream conditions or constraints. 9. The contractual terms and conditions are complete, easy to understand, and clearly set out the respective obligations of the supplier and the consumer.
Costs	<ol style="list-style-type: none"> 10. The delivered price for gas supply is fair and reasonable, and is reflective of the cost of supply. 11. The supplier does not impose additional or unexpected costs on the consumer.
Billing and payment	<ol style="list-style-type: none"> 12. Consumers receive timely and accurate bills for gas and associated services, and the bills are easy to understand. 13. Consumers have access to appropriate mechanisms for making payments that take account of consumer circumstances.

Broad area of concern	Relevant expectations
Treatment by the supplier	<p>14. The supplier is honest and open, and acts with integrity in all its dealings with the consumer.</p> <p>15. The supplier will either directly answer where possible, or otherwise assist in obtaining an answer, to consumers' enquiries about all aspects of their supply, billing and contracting arrangements in a timely, courteous and accurate manner.</p> <p>16. Apart from safety, maintenance and similar actions under the Gas Regulations 1993, the supplier does not take any action to alter or terminate the supply of gas without providing reasonable notice to the consumer and an opportunity for the consumer to remedy any failing on their part which may have triggered that action.</p>
Access to remedies	<p>17. Consumers have access to suitable arrangements for dealing with any complaints in a timely manner, and for obtaining appropriate remedies.</p> <p>18. Consumers have access to the information necessary to help resolve complaints.</p>