

Go Power response

**Answers to Consultation questions listed in Appendix 5 of the Draft Code of Practice on Bills and Statements**

1. Agreed

2. No

3. A Code of Practice based on high level principles rather than prescriptive in nature, is the more favorable option. A Code based on principles will allow Suppliers the flexibility to draft their own bills and statements in a way which they feel is most attractive to their customers, and which encourages customer engagement, while at the same time adhering to specific rules.

4. REMM is an appropriate means for monitoring a Suppliers Compliance' with the Codes of Practice.

5. There are no significant differences between the content of the draft Codes of Practice on Bills, and the draft Codes of Practice on Statements. To avoid unnecessary repetition, Bills and Statements can be addressed in one Code. This would mean that there would only be 2 Codes of Practice on Bill and Statements, one for domestic Customers, and one for non-domestic customers

6. No

7. Support is given to of the overarching principle that "all bills and statements are clear and easily understandable".

8. Agree

9 & 10. Support is given to the principles that (i) a Customer is able to find quickly and understand important information on their bill/statement, and (ii) that a Customer should know immediately what action is required from them when reading a bill or statement. From the writers point of you, the most important information on a bill/ statement is that relating to payment/ the balance on the Customer's account. All Customers should upon reading a bill/ statement know immediately what the balance is on their account, how they can make payment of any sums owing, and know the time frame within which payment must be made.

11. Yes, supportive.

12. Where a domestic Customer is not on the best tariff available, the writers preferred option would be for the Supplier to determine the best tariff for the Customer and present it to the Customer on their bill. From the customer's perspective this may be the most straightforward option rather than the Customer having to contact a Customer Service Team or go on to the Suppliers website to research what tariffs are on offer. More domestic Customers may prefer this simplistic approach.

13. Supportive on this principle. For non-domestic customers who are on a fixed term contract, the writers' preference would be for the Supplier to highlight any cheaper tariff's to the Customer in advance of the end date of their contract, by including the information along with their monthly bill or in other written/ electronic correspondence.