

## **BUDGET ENERGY LIMITED – CUSTOMER SWITCHING SYSTEMS AND PROCESSES**

The Utility Regulator has concluded its investigation into the effectiveness of Budget Energy Limited's ("**Budget Energy**") customer switching systems and processes. This investigation was opened in light of information received in respect of its meter point registration processes and the high number of registrations which failed to proceed to completion.

Budget Energy has implemented, and is continuing to implement, a number of improvements to the relevant systems and processes which address the issues previously arising. It has also established an internal senior management compliance committee to ensure robust oversight of the relevant systems and procedures, including, in particular, the timing of and reasons for the making of meter point registrations. Budget Energy has made a substantial investment in upgrading its operating systems.

Budget Energy has given assurances to the Utility Regulator that appropriate and adequate systems and procedures are now in place to ensure that it meets its obligations and the standards expected from it and to ensure that robust customer switching processes are in place and are monitored. Budget Energy has agreed to undertake an independent audit on the operation of the relevant systems and procedures to be reported to the Utility Regulator.

In acknowledgement of the issues identified in meeting the standards expected of it in respect of the implementation and operation of such systems and processes, Budget Energy has made a voluntary contribution of £145,000, divided between the following charities:

- NEA Northern Ireland
- Age NI; and
- Barnardos Northern Ireland

The Utility Regulator acknowledges Budget Energy's co-operation with this process.