

Utilita Group Limited

Code of Practice for Customers Reference

How to Pay for Your Energy

Contact Utilita

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1 Your Payment Options

Paying for your energy is never going to be exciting but with Utilita we hope that our wide variety of ways to pay will help. This Code provides details of the payment methods we offer, what to do if you have difficulty paying your for your energy, and what to do if you get into payment difficulties or debt.

We will ensure that all new customers are made aware of our Codes of Practice when they first sign up with us. Our team at Utilita are trained to recognise circumstances where customers require a copy of a specific code and in such cases we will automatically send a copy to you. However, you can specifically request a copy of any code at any time.

Utilita supplies your utility services but it does not own the pipes and wires needed, these are provided by national or local grid and pipeline companies ('Network Operator Companies' NOC's). These Network Operator Companies carry out the same duties for Utilita as any other national utility supplier under the terms of their licences. In some cases a Network Operator Company might need to work on the pipes and wires that connect to your home or business, it most cases we will give you advanced warning but in cases of service interruption and emergency they may contact you directly. Utilita uses national Meter Reading Companies these companies provide a service to read you meter so that you can get accurate Statements and we can supply a quality service. All Meter Reading Company and Network Operator Company representatives that visit your home or business have identity cards. (See Utilita Code of Practice; 'Visiting your home or business').

Our service team are aware through our training programmes of issues you may have when you contact them. They will advise you of issues that may fall under this Code of Practice. A full list of Codes available can be found at the end of this Code. If you require a further copy of this, or any other Code (free of charge), please contact us. All Utilita Codes are also available in large print and Braille. If your first Language is not English and you would like information in another language, please contact us.

2 Bills (actually we call them Statements)

Bills are commonplace in every walk of life but in the utilities things are slightly different. We cannot read your meter everyday so there will always be times when we need to estimate your energy consumption and provide this information to you. We are slightly different to most utilities in that we always separate the consumption recorded against an actual reading ('Billed') from consumption recorded against an estimated reading ('Unbilled'), we explain this further in section 2.3. Like you we would prefer to be sure your payments are in line with what you actually use, in other words we would like Statements to show only Billed consumption. You can help us both by sending in your readings, we will verify them and then they will be used as actual readings.

Your Statements will always show the Billed and Unbilled consumption and all the energy charges and taxes associated with your contract with us. It will also show any payments that you have made in the period and any amount due for payment at the time the Statement is produced (Payment Due Now). Remember if you have made a payment after the date on your Statement then it will not be shown until the following Statement is produced.

2.1 Payment Plans and Statements

The various Payment Plans are detailed below with a description of how we present your energy consumption and charges.

2.1.1 Credit Meters Direct Debit Payment Plan

We will agree your likely annual energy consumption and calculate the yearly energy charges. We will set up a direct debit payment plan to collect these estimated charges in 12 equal monthly instalments. We will send your Statement to you once every three months showing how much energy you have used either based on our meter read, your own reading or an estimated read, and the payments you have made or that are due.

2.1.2 Quarterly Cash and Cheque

Where you have chosen to pay by cash or cheque then you will receive a Statement showing how much energy you have consumed and what you need to pay. We will try to read your meter each quarter. We may be unable to obtain a meter reading so the Statement will have a Billed and Unbilled portion to cover the actual and estimated portions of your energy charges.

2.1.3 Prepayment Meters

For Prepayment meters you need to keep the meter charged, by using the prepayment outlets, in line with your energy consumption. You can use the meter as a budgeting tool and make equal payments if you wish. Your prepayment meter will display your usage and credit outstanding. If you require a user guide please let us know. In any case we will write to you at least once a year to let you know how much energy you have used in the previous year. However, you can contact us at any time for an update on this information.

2.1.4 Statement details

Your statement will show you the meter readings we have used to calculate your usage (whether they are actual reads or estimates) for the period you are being charged for and the resulting Billed and Unbilled charges. It will also include details of any standing charge, how many units of energy you have used and VAT. In the section marked 'Payments Due Now' we will show you what payments are due for immediate payment. Statements will contain information about reading your meter and payment methods available to you.

2.2 Meter Readings

We try to read your meter as frequently as we can. However, gas and electricity meters are often unread, this gives rise to the need for estimated readings and the added complication of Billed and Unbilled portions of your energy charges. Utilita is working within the industry to bring metering into the 21st century. In the meanwhile we have to work with the old meters that require us or you to manually read the meter and send in the readings. We will attempt to read your meter at least once every six months. However, we may not always be able to gain access to your property to do this. If we call to read your meter and you are not at home we will leave a card. If you would like to ensure that the subsequent Statement you receive does not include an estimated portion ("Unbilled" portion), you can call us with your meter reading (you can call to give us a reading at any time). Internet customers can submit readings via our website.

Estimated readings are calculated based on our record of the amount of electricity or gas you have used in the past (taking into account seasonal adjustments). If you receive an estimated reading which is very different from what you expected (or the estimated reading used is very different to your own reading) you should let us know as soon as possible so that we can amend your account and send you a new statement. It is important that you do this to avoid needing to make a large payment to catch-up.

2.3 Billed and Unbilled Portions

Most energy company Statements show you just one calculation of consumption and charges based on the difference between two meter readings. Often one of these readings is an estimated read. If either one of these two readings is estimated in means that you cannot be sure how much energy you are actually using.

Utilita wishes to make the situation clear even if it is slightly harder to understand. We will show the consumption of your energy for which we have two actual readings as the Billed portion of your consumption. This is the true 'bill' for the actual energy you have consumed and will not change unless there is a fault with your meter or the actual readings we obtain. Any other consumption that we use to estimate your charges will be shown as Unbilled on your Statement. The total of Billed and Unbilled charges for the period is shown against the payments you have made.

Finally if there is a payment due from you we will show this on the Statement as 'Payment Due Now'. This will occur if your direct debit has not cleared of if you pay by cheque or cash.

2.4 Payments Due Now

As we use Statements to show you your energy consumption and energy charges it is important that we make it clear when you need to make payments to us. If you pay by direct debit and the direct debit is functioning you will not have any Payments Due Now as they are included in your payment plan. However, if you pay by cash or cheque the payment due will be shown against 'Payment Due Now'.

In some cases direct debits may be rejected if we cannot resolve this with you then you will see Payments Due Now on your Statements and you should send us a cheque until we are able to resolve the direct debit problem.

3 Ways to pay

There are several different ways to pay and they have different tariff rates. The payment methods on offer from Utilita are;

- Monthly direct debit based on level payments(our best tariff)
- Quarterly direct debit based on usage
- Quarterly cash or cheque based on usage
- Prepayment

In most cases you can choose the payment method that suits you best although this may be dependent on your payment history and meter type.

3.1 The Direct Debit Scheme

Direct Debit is the simplest way for organisations to collect regular or occasional payments from their customers - both business and consumer. It saves time, reduces the costs of collections and puts cleared funds directly into their bank account. A Direct Debit is an instruction from a customer to their bank or building society authorising an organisation to collect varying amounts from their account, as long as the customer has been given advance notice of the collection amounts and dates. 45% of the UK adult population actively prefer to pay by Direct Debit, with 75% of the population paying at least once by Direct Debit. Around 16,000 organisations use Direct Debits for collecting a variety of regular and occasional payments including utility payments, insurance, council tax, mortgages, loans and subscriptions.

3.1.1 The Direct Debit Guarantee

All banks and building societies that take part in the Direct Debit Scheme offer this Guarantee. The efficiency and security of the Scheme is monitored and protected by your own bank or building society

- If the amount to be paid or the payment dates change the organisation will notify you normally 10 working days in advance of your account being debited or as otherwise agreed
- If an error is made by the organisation or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to the organisation.
- Once a direct debit is up and running you do not need to do anything. We will take your bank details when you sign up to the scheme. Monthly direct debit payments are covered by your bank's direct debit guarantee. This means that in the unlikely event of an error, all mistakes will be rectified for you free of charge

3.2 Monthly direct debit based on level payments

With this payment type we estimate your annual usage based on what you tell us about your needs and calculate your yearly payment. We then divide this estimate in twelve equal instalments for which we request a direct debit mandate. You will receive a Statement quarterly showing your net credit or debit. Your statement will not normally 'balance' as we know that your energy usage will vary across the year (see our code 'Your role in reducing Global Warming' which shows a typical customers usage pattern). If your usage has changed we will detect this and contact you to change the level of monthly payments.

- If we need to increase payments we will give you 14 days notice
- If we need to reduce payments we will give you 14 days notice

Paying by monthly direct debit helps to spread the cost of your energy over the whole year, and assists in budgeting, as we will take equal monthly payments direct from your bank account on whatever day of the month suits you best.

Advantages of Monthly Direct Debit

- Easy and convenient, no need to worry about remembering to pay
- Spread the cost of your energy over a year
- Cheapest way to pay, receive a monthly direct debit discount

Disadvantages of Monthly Direct Debit

- You must have a bank account
- You may be subject to bank charges if there are insufficient funds in your account to cover the direct debit

3.3 Quarterly based on usage

With this payment type we send you a Statement every quarter, which has your usage, calculated for the period. This usage may still be estimated if we have been unable to obtain a reading. You then have 30 days in which to settle the account. In this way your quarterly payments will change with the seasons as your usage changes. There are two ways to pay for a Quarterly Payment Plan; Quarterly Direct Debit and Quarterly Cash or Cheque.

3.3.1 Quarterly Direct Debit

You can still pay a quarterly based on your actual usage but by direct debit. We will send you your Statement and then wait at least 10 days before deducting the Payment Due Now amount (to give you an opportunity to query the statement if you wish to do so).

Advantages of Quarterly Direct Debit

- Your account is debited no sooner than 10 days after you have received your quarterly Statement
- No need to worry about remembering to pay

Disadvantages of Quarterly Direct Debit

- You must have a bank account
- You may be subject to bank charges if there are insufficient funds in your account to cover the direct debit
- You do not have the advantage of spreading the cost of your energy over a year
- You do not benefit from the monthly direct debit discount

3.3.2 Quarterly Cash or Cheque

The same calculations of usage for the period as Quarterly Direct Debit but you pay by cheque or in cash at a bank or post office. You can choose to pay whenever you receive a Statement from us, and there are a number of ways you can do this:

By post

You can send a cheque accompanied by the tear-off slip from your Statement. You should write your account number and name and address details on the back of your cheque and post it to the address detailed on your Statement.

At a bank

You can pay by cash or cheque at any bank (although there may be a charge if you use a bank other than your own).

By Girobank

If you have a Girobank account, you can fill in the Giro transfer form on the front of the Statement and send it to Girobank in one of their prepaid envelopes or over the counter at a Post Office

At any Post Office

You can pay by cash or cheque at any Post Office but there will be a small charge

Advantages of Cash / Cheque Payment

- You have a number of options of how to pay

Disadvantages of Cash / Cheque Payment

- You cannot spread the cost of your energy over a period of time
- You do not benefit from the monthly direct debit discount

3.4 Prepayment meters

Prepayment meters are a technically more advanced meter than Credit Meters, they allow for readings to be transferred onto the charge card or key and transferred to us when you top up your meter. We can then use these meter readings to provide a better and more accurate service. Prepayment meters can also be a convenient way to budget for your electricity or gas. However, they are not always suitable for all customers and can prove to be the most expensive way of paying for your energy. Anyone can apply to have a prepayment meter installed although we will have to check that your meter will be easily accessible and that you are near to a charging outlet to ensure this method of payment is right for you. Prepayment meters are operated using cards, tokens or keys that can be bought or recharged at a wide range of outlets in your local area.

Some customers who are in debt may choose to have a prepayment meter installed as a way of paying what they owe whilst budgeting for their future energy consumption (we can programme the meter with the details of how much you owe and collect it back at a pre-agreed rate). In some cases, we may suggest installing a prepayment meter in your home to collect debt and ensure that we do not have to disconnect your supply for non-payment.

Advantages of Prepayment

- You can pay for your energy as and when you use it
- A useful way of managing and repaying debt

Disadvantages of Prepayment

- Prepayment may prove more expensive than other methods of payment
- You must visit your local charging outlet frequently. If you are going to be away from home for a few days you must remember to leave enough credit on the

meter

- You may find the emergency credit facility useful
- If you do not already have a prepayment meter in your home, you will have to pay the installation charges

For more information please refer to our Code "A Guide to Prepayment"

3.5 Frequent Cash Payments

You can pay fortnightly or weekly at the Post Office so that the cost is spread evenly all through the year.

Advantages of Frequent Cash Payments

- You can pay weekly/fortnightly so the costs are spread evenly over the year.

Disadvantages of Frequent Cash Payments

- Frequent Cash Payments may prove more expensive than other methods of payment, direct debit for example is cheaper.
- You must visit your payment station frequently.

3.6 Changing your payment method

If you wish to change your method of payment please contact us to discuss your individual circumstances. In all cases, we will ask you (where possible) to pay any outstanding debt first.

4 Communicating payment issues

4.1 Reminders

We will send you reminders with a Statement showing your energy consumption and the amount due clearly marked as 'Payment Due Now'. Sometimes the payments to us shown as 'Payments Due Now' will be overdue, this may be for any of a number of reasons but if you are having payment difficulties let us know so that we can try and help. If you do not settle your account we will write to remind you. This will usually be 21 days after your Statement is produced, but if you have had problems paying in the past this may be reduced to 14 days.

4.2 Disconnection

If you have still not made your payment (or contacted us to discuss any difficulties you may have) we will write to you again to let you know that we may have to make an appointment to install a prepayment meter to recover the debt, or (only in extreme circumstances) disconnect your supply. The minimum time between the first reminder and us visiting your home will be 56 days (this may be reduced to 34 days if you have had problems making payments in the past). Before we visit your home we will try to contact you by telephone and also write to you with the exact details of the appointment. This letter is very important, as it will advise you exactly what to do to avoid having a prepayment meter installed or being disconnected.

We will try and find a solution to your payment issues rather than disconnect the service, but disconnection remains our final remedy. If you agree to us installing a prepayment meter to recover any debt we may not charge you for this. We will not disconnect customers who are elderly, disabled or chronically sick in most cases and certainly never in winter (October to March). If you do not contact us before the date of the appointment for disconnection we will visit your home. If we cannot get access to the meter, or there is not a responsible adult at home to oversee our actions, we may apply to the courts for an entry warrant under the powers of the Gas and Electricity Acts that we have to gain the right of entry to your property. If we are successful in disconnecting your meter we will add the cost of the visit to your outstanding debt and we will also charge you to have the meter reconnected. We will leave information at the premises on how to get reconnected. Likewise, if we install a prepayment meter we may add the cost of the visit to the debt we transfer onto the meter (see our Code "A Guide to Prepayment" for more details). We will also charge you for any subsequent visits we have to make. Details of the charges will be included in the letters we send to you.

We will reconnect your supply within 24 hours of payment of the debt and associated costs.

4.3 What happens if you dispute the amount you have to pay

Sometimes you may feel that the readings we have used are incorrect. We will endeavour to determine the source of your dispute as soon as we are made aware of it. On first contact with you about this dispute we would hope to establish whether there is any part of your Statement that you do not dispute, and if so attempt to collect payment for this. Alternatively, we may ask you to pay an amount based on your usual electricity or gas usage while we resolve the problem. If you have a dispute about any aspect of your Statement or account we will suspend all follow-up action and reminders immediately.

4.4 Meter Checks

If you believe a meter is faulty you can ask us to check it. If you are not happy with this check you may refer the matter to energywatch and if you are still not satisfied refer to Ofgem. We may arrange for a meter reader to visit your home to read and / or check your meter. If you ask us to check a meter that is working properly we will charge you for the checking service. Meters that are found to be faulty will be checked and replaced with no charge.

5 Payment Arrears

5.1 Difficulty paying for your energy?

If for any reason you think that you may have difficulty paying for your energy you should contact us immediately. You do not need to wait for your Statement to arrive, as the sooner you tell us the more we can help. When you contact us it will help if you can let us know whether you are receiving any of the following:

- Housing benefit
- Income support
- Unemployment benefit
- Family credit
- Council tax benefit

Or whether:

- Anyone in your home is of pensionable age
- There are children in your home under the age of 5
- You have a low income
- Anyone in your home is disabled
- There has been a change in your circumstances since making a payment arrangement with us.

Your enquiry will be treated in the strictest confidence and your individual circumstances will be taken into account when discussing the options available to you. Our team will offer you a number of alternative ways to pay including:

- Paying in regular instalments at a level that is manageable by you and agreeable to us.
- Installing a prepayment meter (if this is suitable to your circumstances)
- Paying via Fuel Direct (the maximum repayment rate is £2.75 per week).

In agreeing a reasonable payment amount with you we will always consider any other financial commitments you have. In order to do this effectively, you may need to provide us with details of your income and expenditure (prepared with the assistance of an advice agency).

Our Utilita team are fully trained in debt awareness and any debt repayment arrangement we enter into with you will be reviewed at regular intervals. This is why it is vital that you let us know of any change in your circumstances as soon as possible. We would normally expect a payment arrangement to be maintained for at least one year. After this, you can apply to end the arrangement providing that:

- You have made all the payments as originally agreed
- There is no outstanding debt on your account
- You can satisfy us that you will be able to pay for your energy in the future

If there is still a concern that you may not be able to pay for your energy on time, we may ask you to pay a security deposit. Please refer to the Security Deposit section of this Code for more details. You may also be able to get advice from your local Citizens Advice Bureau or Money Advice Agency, or call the National

Debtline free on 0800 808 4000. If you would prefer, we can contact these agencies on your behalf (you must provide us with your written consent if you want us to do this).

You can reduce your debt quicker if you use less energy. For advice on how to make the best use of your electricity and gas, please refer to our Code 'Your Chance to reduce Global Warming by using energy efficiently in your home and save money at the same time'. You may qualify for a Warm Front/HEES grant and your local Energy Efficiency Advice Centre can help, contact the Utilita Energy Efficiency Team on 01344-753380.

5.2 Fuel Direct

If you receive Income Support, owe us money that you cannot afford to pay, and a prepayment meter is not suitable for you, you can apply to join the Fuel Direct Scheme. The scheme means that the Department for Work and Pensions will automatically take money from your income support to pay for the energy you are using whilst also paying off your debt. The amount deducted is set by the Department for Work and Pensions and will be paid directly to Utilita.

It may be possible to continue paying by Fuel Direct even once your debt is cleared, however this will require agreement from the Department for Work and Pensions. If you tell us that you have contacted Social Services or Social Security about paying for your energy, we can do the same if it helps you. We will then allow 14 days for you to get advice and agree a payment arrangement with us before we take follow up action any further. You must keep us informed of your progress if your case is taking longer to sort out.

5.2.1 What if you are in rented accommodation?

If you are in rented accommodation and are paying your landlord for your energy you should not be charged more than the maximum specified by OFGEM (the gas and electricity regulator). The landlord should not make a profit on reselling fuel. Please contact us if you would like to know more details about the maximum charge. If you think your landlord is charging more than the maximum for the energy being supplied, you may be able to recover excess costs through court action. However, Utilita cannot become involved in any dispute as we have not supplied our service to you but to your landlord.

5.3 Debt Recovery Agents

Utilita may use debt recovery agents. Any agent that Utilita uses shall conform to our Codes of Practice.

6 Moving Home?

When you move home with Utilita we would like to move with you. We consider our service to be to you for your Utility needs. If you remember one thing (in two parts) when you move it would be a great help;

- Take meter readings when you move
 - Take a last meter reading at your old home when you move on move out day
 - Take the first reading at your new home on move in day

If you are about to move home, please give us at least 2 working days notice and let us know;

- When you are moving out
- Where you are moving to
- When are you moving in

We will send you a final Statement for you old home to the address of your new home we will also need to know the address details of the property you are moving into, or a forwarding address for your final Statement to be sent to. If at all possible, please also give us the name of whoever is moving in.

If you do not tell us you have moved out of a property you will remain responsible for any electricity or gas used until we become aware that a new customer has moved in. If you move out leaving energy you consumed unpaid for we will attempt to contact you to recover the amount owed. If you are no longer a Utilita customer at this time, we may take you to court if you do not pay.

If you are not moving, but the person whose name is on the Statement for your property is, we will attempt to recover any outstanding amounts from them. If this person does not pay and you have used any energy at the property we will ask you to become our customer and pay the outstanding amount. If you think you may have problems meeting the payments, let us know as soon as possible so that we can help you.

If you have recently moved or are about to move into a rented property that already has a prepayment meter installed, you should contact us immediately to avoid paying towards a debt left by a previous tenant.

7 Security deposits

In some cases, we may ask you for some form of security so that we can be confident that you will be able to pay for the energy that you use. We will only do this if your circumstances are such that direct debit or prepayment is not an option.

We may ask you for a security deposit if:

- You cannot provide evidence of your identity or details of your previous address
- You cannot satisfy us that you are credit-worthy
- You are, or have been, a late payer and you will not allow us (or it is not convenient) to fit a prepayment meter
- You are in rented, furnished accommodation or short-stay housing

The security we will ask for will be either:

- A third party guarantor who will be prepared to pay for your energy if you don't. This person will have to be acceptable to us by either having proven financial standing or a good payment record with us

Or

- A cash deposit equivalent to one and a half times the average quarterly energy used over the last year

Your deposit will be returned automatically following settlement of four consecutive quarterly Statements (providing they are paid without us having to send reminders to you). We will pay interest on security deposits at a fixed rate (Barclays base rate) as approved by OFGEM. We have to deduct tax from the interest at the basic rate. If you are not a taxpayer you will need to claim this back from the Inland Revenue.

If you do not agree with our reasons for asking for a security deposit, please contact us to discuss further. If we cannot resolve the matter with you, you can contact Energywatch. Ofgem can make a determination if the dispute is not resolved. (contact details can be found at the end of this Code, or for more details refer to our Code "Making Complaints").

Utilita may credit check new customers using any publicly available source.

Your deposit will be returned no later than 1 month after you switch to another supplier as long as you have settled your account.

8 Other issues

8.1 Guaranteed Service Standards

Guaranteed Standards are Standards of service set by Ofgem, the industry regulator, and backed by a guarantee – you receive a payment from your electricity and gas Network Operator Company, if they fail to meet these Standards. Utilita will administer these compensation payments through your Statement. These Standards are the same for all Network Operator Companies in Great Britain. In addition to the Guaranteed Standards, Overall Standards are targeted overall levels of performance set by Ofgem. These Overall Service Standards targets may vary for different Network Operator Companies. We will ensure that this compensation is passed on to you within 5 working days. Please contact us if you require more information about our Guaranteed Service Standards.

8.2 Utilita Priority Needs Register

If you (or any member of your household) is elderly, disabled or chronically sick you should add your name to our Priority Needs Register so that we are aware of your circumstances. For more information please refer to our Code “What if I have Priority Needs”.

8.3 Your suggestions

Any comments you might have with regard to this or any other code of practice are gratefully received. Please contact us with any comments or complaints at Utilita. If you are not satisfied with our service or how we have handled your enquiries, please let us know. For more information please refer to our Code “What if I need to make a complaint”.

8.4 Other Utilita Codes of Practice

We also publish other Codes of Practice. They are:

- What if you need to make a complaint?
- Your chance to reduce global warming (for your business)
- Your chance to reduce global warming (in the home) and save money
- What if I have Priority Needs?
- Visiting your home or business
- How to Pay for Your Energy
- Prepayment Customers

You can get any of these free of charge by contacting us:

Via Web: www.Utilita.com.uk
Via Email: info@Utilita.co.uk
Via Telephone: 0845-4504357
Or Write to: Utilita
215, Crowthorne Enterprise Centre
Old Wokingham Road,
Crowthorne
Berkshire
RG45 6AW

This Code of Practice has been prepared in consultation with Energywatch and approved by the Office of Gas and Electricity Regulation. You can contact either of the above bodies if you have any queries about this Code or its implementation.

9 Independent Advice and Useful Contacts

There are five Regional, two National and one Head Office Energywatch offices in the UK. The addresses and full contact details can be found at the end of this Code. This Code of Practice has been prepared in consultation with Energywatch and approved by OFGEM. You can contact Energywatch if you have any queries about this Code or its implementation. If you have contacted us about a problem or have a complaint that you feel we have not resolved, you can contact Energywatch. However before doing so, please refer to our Code on "What if you need to make a complaint?". In certain circumstances Energywatch may refer your complaint to OFGEM, the regulatory body covering electricity licensing and competition matters. The contact details for both organisations are listed below:

9.1 OFGEM Contact Details:

London:

9 Millbank
London
SW1P 3GE

Scotland:

Regents Court
70 West Regent Street,
Glasgow
G2 2QZ

Telephone: 020 7901 7000
Fax: 020 7901 7066

Telephone: 0141 331 2678
Fax: 0141 331 2777

9.2 Energywatch Contact Details:

Consumer Helpline: 0845 906 0708
Fax: 020 7799 8341
Textphone: 0845 7581 401

(for deaf or hearing-impaired consumers)

Web address:

www.energywatch.org.uk

Email enquiries:

enquiries@energywatch.org.uk

energywatch

Head Office
4th Floor
Artillery House
Artillery Row
London
SW1P 1RT

energywatch Scotland

Delta House
50 West Nile Street
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G1 2NP

energywatch North West

Boulton House
Chorlton Street
Manchester
M1 3HY

energywatch North East

7th Floor, Pearl Assurance
House
7 New Bridge Street
Newcastle on Tyne
NE1 8AQ

energywatch Wales

5th Floor (West Wing)
St. David's House
Wood Street
Cardiff
CF10 1ER

energywatch Southern

5th Floor
Heron House
8-10 Christchurch Road
Bournemouth
Dorset BH1 3NA

energywatch South East

3rd Floor
Artillery House
Artillery Row
London
SW1P 1RT

energywatch Central

Civic House
156 Great Charles House
Birmingham
B3 3HN