



Code of Practice

The following is a code of practice which is in operation for all clients of the **Direct-Energy Associates Limited**.

A client is defined as any person or business that approaches **Direct-Energy Associates Limited** and makes a request for our service in the areas covered by the company or anyone approached by **Direct-Energy Associates Limited** and has agreed to the use of our service and advice.

All our services are provided with no obligation and without any commitment on either part to take the advice offered. The client remains the end user of any contract entered into and as such, if a contract is signed the client remains the responsible party in relation to all charges and costs involved and has agreed to all terms and conditions attached to any signed contract they enter into.

The aim of the code of conduct is to ensure that all clients receive the highest standard of service in all dealings with the company and to ensure that all representatives of the **Direct-Energy Associates Limited** provide the highest standard of service from the company and its advisors at all times.

We undertake to provide all clients with an up to date price comparison in relation to the supply of utility services such as gas and electricity. We will provide each client with a breakdown of the available prices for each of the supplies to which a new contract is related.

We undertake to also make available any information relating to the quality of service which is available for each of the suppliers.

We undertake to explain the full details of each contract and items related to the contract term, payments, cancellation, renewal, and any other obligations that the customer is responsible for under the terms of the contract being signed. We also undertake to provide full details of all prices, standing charges or any other charges which may be required to be paid by the client.

We undertake to explain to the client any terms and conditions which are part of the contract and to highlight details of where any tariffs or charges may be changed by the supplier.

We also undertake to provide the client with time to make a decision in relation to the signing of any contract and to provide any additional information that is available to us which relates to the contract prior to it being signed.

We will if requested by a client to peruse or raise on behalf of the client any complaint against a supplier which is a result of bad or unfair service the client has received from the supplier, with EnergyWatch or Trading Standards where the matter cannot be resolved with the supplier directly.

We are aware that under the present legal framework there is little protection when a client signs a contract for the supply of goods and services. We undertake to be of assistance to the client in voiding any signed contract while it remains in our possession and undertake to void, (should a client request it) while it is still in the possession of **Direct-Energy Associates Limited**. We cannot take responsibility for any contract that has been forwarded to a supplier on behalf of the customer and from the date and time it leaves the office the contract becomes active and is out of our control.

As part of our service we undertake to provide each client with a checklist of items that cover the service we provide and to ensure that all the undertakings we provide are fully complied with in every situation.

This list will provide the client with a checklist to ensure they are fully aware of all the details provided in relation to the contract they may sign and we will request that this is read and signed before the client is requested to sign the relevant contract.

Notwithstanding all of the above we are aware that it is the client who must make any decision as to their willingness to sign any contract provided by us for the supply of any services. We undertake to ensure that the client retains this right at all times.

We do not make a charge for providing the client with the information related to the supply of service from any supplier or the provision of a comparison showing the different suppliers and costs. **Direct-Energy Associates Limited** will receive a commission from the supplier in relation to any new/renewal contract and will not make any charge direct to the client for our service.

In addition to the above, the **Direct-Energy Associates Limited** are available to provide advice to the client and will endeavour to provide as much help and assistance should the client have a problem with the supplier, be this in relation to the supply, invoicing or any other client query. (Letter of Authority required).

Notwithstanding all of the above, the client, should they sign a contract is the sole party responsible to all charges and costs related to any contract that they sign. The **Direct-Energy Associates Limited** will in no way will be held responsible for any of the costs or charges related to any contract or will be held liable for any outstanding charges or costs in respect to any contract.

All documentation concerning a clients supply and contract details are held on record by **Direct-Energy Associates Limited** and or its advisors and are readily available to the client at any time.