

Senco Energy – Commercial Energy Procurement Code of Practice

The following documents outlines the process, procedures and practices that provides our customers with the protection and confidence that Senco Energy is acting purely in their best interests for the procurement of energy contracts across the UK.

At Senco Energy, we understand that historically third party intermediaries (TPI's) and energy brokers have a less than desired reputation. It is our aim to change the perception of the industry, providing high standards from day one throughout the contract life cycle.

We strongly support Ofgem's proposed regulation of the TPI market and are actively involved in discussion with the relevant bodies to ensure all standards are fully met.

Data Protection Act

All client and prospective client data is kept in strict accordance with the following criteria of the Data Protection Act:

- All personal information shall be processed fairly and lawfully
- Personal information shall only be obtained for one or more specific and lawful purposes, and shall not be further processed in any manner incompatible with the original principle.
- Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is processed.
- Personal data will be accurate and where necessary kept fully up to date.
- Personal data shall not be kept for any time period longer than is necessary.
- Appropriate operational measures are in place to ensure against unauthorised, unlawful processing of personal data and against accidental loss, destruction or damage.
- Personal data shall not be sold, passed or traded to any organisation, body or individual outside of Senco Energy other than that for which it was intended.

Suppliers and Payments

- Senco Energy acts purely in the best interest of our clients in the procurement of electricity and gas contracts. Should it be of greater financial benefit to the client to remain with the current supplier, then that recommendation will be made by our employees.
- Senco Energy has relationships with key UK energy suppliers and does not act solely for one particular supplier. This allows complete, impartial price comparisons to be made throughout the process.
- Senco Energy does not invoice clients for our standard procurement services. We are remunerated from the energy supply companies through contract placement fees once the client's contract(s) have been transferred. Payments can take two key forms:
 - Per profile – A fixed payment per MPAN/MPR transferred.
 - Per Consumption – A payment in p/kWh consumed.
- All contract placement fees are consistent across all suppliers for that particular quote, to provide level pricing across the spectrum.



- At no stage shall Senco Energy stop a client from speaking with their current supplier in any way, shape or form.

Service Delivery (Pre and Post Contract)

- Once a client has returned the relevant Letter of Authority, Senco Energy becomes a client’s first point of contact for anything energy related. It is our aim to change our client’s perception of the ever changing and often complicated energy procurement markets.
- Senco Energy will perform its services with reasonable care and skill and in accordance with generally recognised commercial practices, standards and relevant laws.
- Senco Energy will fully explain the registration process, including the rights for the incumbent to object to a transfer.
- Senco Energy’s service delivery has four key areas in order to enable consistent experience to be provided:

1. Education	2. Informed Decision Making	3. Full ongoing maintenance and support	4. Review and Evaluation
<ul style="list-style-type: none"> • The energy markets • Our process • Supplier practices • New initiatives 	<ul style="list-style-type: none"> • Independent, Impartial, No obligation • Uncomplicated information on energy strategies • We work on our client’s behalf, not the suppliers 	<ul style="list-style-type: none"> • Complete issue resolution • Ongoing relationship management • Full care throughout the contract 	<ul style="list-style-type: none"> • Post contract evaluation of expenditure • Contract expiry management • Constant strategy review

- At no stage will Senco Energy agree to re-new, or terminate existing contracts without prior written permission from the client. There is no contract between Senco Energy and our clients, they will continue to be billed from the chosen supplier as per usual.
- Senco Energy will endeavor to provide relevant documentation and explain industry terminology to the client. It is of vital importance all clients are fully aware of and understand the terms and conditions of the chosen supplier.
- Senco Energy will not run credit checks against the client in question. This is left to the chosen supplier(s) at contract completion.
- Senco Energy has a commitment to both clients and suppliers to ensure all internal employees have the skill and relevant training to ensure the correct fulfillment of our obligations.
- All complaints from the customer with regards to the supplier shall be handled through Senco Energy, unless the client stipulates otherwise.

Supplier Considerations

- Senco Energy will act towards all UK suppliers conscientiously and in good faith. At no stage will interests conflict with the duties to which are owed to the supplier.
- All relevant considerations will be given to the supplier in the request for tenders including timescales, payments and other considerations.
- Senco Energy will use its best endeavors to ensure the accuracy of data and information provided to the energy supply companies.
- All clients introduced to the energy supply companies will fulfill their obligation properly in the payment of invoices and other ad-hoc responsibilities.
- Senco Energy will promptly inform the supplier of any relevant customer complaints or after sales contracts regarding any issue of the supplier's contract.
- Supplier literature will be used to assist our communications with customers to ensure they understand the required processes and requirements for third parties (Meter operators, data collectors and aggregators).

Complaints Procedure

- All complaints to Senco Energy shall be dealt with in a serious, professional and timely manner.
- All complaints will be acknowledged within 3 working days and appropriate timescales provided for a resolution to the issues.
- All complaints with regards to Senco Energy should be made to feedback@sencoenergy.co.uk, or in writing to Senco Energy Ltd, 9 The Lockers, Bury Hill, Hemel Hempstead, Hertfordshire, HP1 1SR.
- Where appropriate, Senco Energy will reimburse clients for the loss of monies.

Items of Integrity and Ethical Considerations

- We will always take the high road by practicing the highest ethical standards and fully honoring our commitments.
- We will take personal responsibility for our actions and will treat everyone fairly and with trust and respect.
- We will strive for continuous quality improvement in all that we do, in order to rank among the UK's premier energy consultancy firms in customer, employee and community satisfaction.
- We understand our strength and our competitive advantage is and always will be our people. We endeavor to continuously learn, share ideas and knowledge to further our people.
- We value the skills, strengths and perspectives of our diverse team. We foster a participatory workforce that enables people to be fully involved in making decisions about their daily work.
- We will provide a safe workplace for our employees, promoting health and well-being of Senco Energy's people and their families.
- We will work with our communities by continuing to be actively involved in fund raising for worthy causes.

Any questions or queries with regards to the Senco Energy Code of Practice, or any aspect of our service delivery should be made via: feedback@sencoenergy.co.uk, or in writing to Senco Energy Ltd., 9 The Lockers, Bury Hill, Hemel Hempstead, Hertfordshire, HP1 1SR.