

# Treating Customers Fairly Policy

Ver. 2.0

## 1. Purpose

Maxen Power Supply Limited is committed to treating every customer fairly, honestly and professionally at every stage of their customer journey. Fair treatment is fundamental to the way we conduct our business operations and serves as the foundation for every interaction with our customers.

This policy sets out the standards and principles that govern how Maxen Power delivers fair customer treatment, ensures transparency in its business practices and complies with applicable regulatory requirements. It applies to all business customers, regardless of their size, type or classification.

Our objective is to ensure that customers:

- Receive clear, accurate and timely information.
- Are treated with honesty, respect and professionalism.
- Are able to make informed decisions.
- Receive prompt and effective support & assistance whenever required.
- Have confidence that their concerns will be handled fairly and up to the mark.

Treating customers fairly is not limited to regulatory compliance. It forms part of Maxen Power's values and day-to-day operations.

## 2. Scope

This policy applies to every stage of the customer journey, including but not limited to:

- Marketing, sales and contract agreements
- Customer onboarding
- Customer communications
- Billing and payment arrangements
- Account management
- Customer service interactions
- Complaint handling
- Debt management
- Contract renewal
- Contract termination

- Supply switch
- Refund
- GSOP application

Every individual representing Maxen Power is expected to understand and apply the principles contained within this policy.

### 3. Regulatory Compliance

This policy ensures Maxen Power treats non-domestic customers fairly in compliance with:

- **SLC 0A - Treating Non-Domestic Customers Fairly:** applies to the relevant dealings with non-domestic customers and requires the Customer Objective and Standards of Conduct to be achieved.
- **SLC 7A - Supply to Micro Business Consumers:** governs non-domestic energy contract renewals and switching, requiring transparent terms and clear contract end-date rules.
- **SLC 14 - Customer Transfer Blocking:** prohibits suppliers from blocking customer transfer at non-domestic premises except in accordance with the provisions of this condition.
- **SLC 21BA (Part B) - Back Billing:** applies to the recovery of charges for non-domestic energy consumption and prohibits issuing bills for energy supplied more than 12 months prior, unless the customer has acted in an obstructive or manifestly unreasonable behaviour

### 4. Key Principles of Our Fairness Commitment

- **Honesty and Integrity:** We act professionally, ethically, and transparently in all our operations, including billing, sales & marketing, and customer service operations.
- **Clarity:** We use plain English, avoiding unnecessary technical jargon or hidden terms.
- **Accountability:** When mistakes happen, we take ownership, put things right quickly, and ensure the customer is satisfied with the service we provide.
- **Accessibility:** We make it simple for our customers to reach us, manage their account, or discuss any concerns.

### 5. How Do We Deliver Fairness Across Customer Journey?

#### 5.1 Sales, Marketing, and Energy Brokers (TPIs)

- We present our tariffs, services, and contract terms clearly so customers can make an informed choice for their business requirements.
- If a customer chooses to work with a Third-Party Intermediary (TPI) or broker, we ensure they operate under a valid Letter of Authority (LOA). Any broker commissions included in tariff rates are disclosed fully and transparently in accordance with industry guidelines.

- If a business moves into premises supplied by us without a signed contract, we publish our deemed rates transparently on our website and contact the customer promptly to help them secure a suitable contract.

## 5.2 Clear and Transparent Energy Contracts

- Our energy contracts clearly set out rates, standing charges, contract length, payment terms, and notice periods, making it easy for customers to make well-informed choices.
- Renewal notifications and end-of-contract options are sent well in advance so customers have reasonable time to review options or switch without unfair barriers.
- We process contract transfers smoothly and only object to a switch in valid, contractually agreed circumstances (such as outstanding undisputed debt).

## 5.3 Accurate Billing & Account Management

- We take reasonable steps to ensure that bills and account information are accurate. To ensure this, we:
  - Use actual meter readings where they are available.
  - Identify estimated readings clearly.
  - Investigate unusual or inconsistent meter reading information.
  - Apply credits to the energy account (if applicable).
  - Explain the reason for a revised bill or change to an account balance.
  - Correct mistakes as soon as they are identified.
- If we have made an error, we do not expect the customer to resolve the consequences of that error alone. We will explain what happened and consider the appropriate way to put the matter right. Customers may ask us to review a bill, account balance, or energy consumption.
- In line with Ofgem Licence Condition, if we make an error in the billing, we will not back-bill any micro business for energy consumed more than 12 months prior to the bill date in certain conditions. This is comprehensively outlined in our [Back Billing Policy](#).

## 5.4 Responsive Customer Support

- Customers can reach our support team via phone or email.
- Our support team is empowered to resolve queries on first contact wherever possible.
- Where an enquiry cannot be resolved immediately, it will be referred to the appropriate team, and the customer will be kept updated on the progress of their matter.

## 5.5 Supporting Businesses in Payment Difficulty

If a customer is having difficulty paying, we will discuss the situation respectfully and consider whether a payment arrangement or other options are appropriate. If any customer is struggling to pay its energy bills:

- We encourage them to reach out as soon as possible so we can discuss and help.
- We work with struggling customers constructively to discuss flexible payment plans or manageable debt recovery options that suit their business circumstances. For more details, please visit our support for [Difficulty Paying Bills](#).
- We also direct customers to free, impartial business debt advice organisations, where needed.

## 6. Complaints Handling and Escalation

Maxen Power values customer feedback and recognises complaints as an important opportunity to improve service quality.

We believe that customers should be able to raise concerns easily and through accessible channels.

We are committed to handling complaints:

- Fairly
- Impartially
- Professionally
- Timely

Our complaint handling procedure seeks to:

- Establish the relevant facts
- Review available evidence
- Communicate openly with the customer
- Identify appropriate remedies
- Prevent similar issues from recurring, where possible
- Leave a positive impact

The complainants are kept informed throughout the complaints handling process. In cases where we are unable to reach a satisfactory resolution and resolve customers' complaints within 8 weeks, we issue a deadlock letter and advise the customer to escalate the matter to Energy Ombudsman for an independent review. For more details, please visit Our [Complaints Handling Procedure](#).

## 7. How We Improve Our Services?

We value customer feedback and use information from customer interactions, complaints and account reviews to strengthen our processes and improve service quality. This includes monitoring:

- Complaint numbers (each month) and the root causes
- Billing corrections and payment issues
- Meter Installation/Exchange Issues
- Change of Occupancy requests
- Deemed-rate accounts
- Transfer objections
- Customer support needs
- Third-party representatives' activity
- Any delays or repeated customer contact

Where monitoring identifies a recurring problem, we investigate the cause and take corrective action to ensure customer satisfaction in every interaction.

**Note:** *We also share complaints performance and service standards data openly and transparently on our website, because we believe our customers deserve to know exactly where we stand and how hard we are working to continuously improve. For further information, please visit our [Complaints Performance and Service Standards](#).*

## 8. Internal Culture & Policy Governance

Fairness is embedded into our company culture from executive leadership to frontline customer support:

- All team members receive ongoing training to ensure they understand and uphold customer fairness standards.
- We conduct regular internal reviews of customer communications, call recordings, billing accuracy, and complaint trends.
- We actively use customer feedback and audit findings to refine our processes, system workflows, and service delivery.

## 9. Contacting us

We have made it easy for our customers to contact us whenever they need assistance. Customers can reach us through any of the following channels:

**Phone:** 02079 303030 (Monday to Friday 9:00 am to 5:00 pm)

**Email:** [support@maxenpower.com](mailto:support@maxenpower.com)

**Web:** [www.maxenpower.com](http://www.maxenpower.com)

**Post:** Olympic House, 28-42 Clements Road, Ilford, Essex, England IG1 1BA

We deal with enquiries promptly and professionally. Where a concern cannot be resolved immediately, we clearly explain what will happen next, what information we require and when the customer can expect a further response. For further information on our business hours and out-of-hours support, please visit [www.maxenpower.com/contact-us](http://www.maxenpower.com/contact-us).

## 10. Helpful Resources

To learn more about how we support our customers and uphold our responsibilities, please visit our website and refer to our policies including:

[Guaranteed Standards of Performance](#)

[How to Read Your Bill?](#)

[Take Control of Your Energy Usage](#)

**Disclaimer:** *This policy is subject to biannual review and may be updated at any time as deemed necessary to reflect regulatory requirements, industry developments, organisational priorities, and operational needs.*