

Reasonable Consumer Expectations for the Retail Gas Contracts Oversight Scheme

A. MEANINGFUL CHOICE

RCE 1. There is a range of pricing plans, products and services available for consumers to consider and make informed decisions

RCE 2. There is ready access to good quality, comprehensive and easy to understand information on gas options, gas suppliers and alternatives to gas

RCE 3. From the options available in the market, consumers are readily able to choose between gas suppliers, products and services, and pricing plans, and to change their choice

RCE 4. [Deleted]

B. SUPPLY CONNECTIONS AND DISCONNECTIONS, AND CONTRACT TERMINATION

RCE 5. The connection process is timely and well managed

RCE 6. Arrangements for supply disconnections and terminations of the consumer contracts are reasonable, and disconnections are undertaken safely and in a timely and well-managed way

RCE 7. Apart from safety, maintenance and similar actions under Gas Regulations (such as the Gas (Safety and Measurement) Regulations 2010) , the company does not take any action to alter or terminate the supply of gas without providing reasonable notice to the consumer and an opportunity for the consumer to remedy any failing on their part which may have triggered that action

C. GAS SUPPLY AND RELATED SERVICES

RCE 8. The supply of gas is safe, reliable and 'fit for purpose'

RCE 9. The consumer has access to a good standard of information in a supply interruption situation, and supply is restored within a reasonable timeframe

RCE 10. Other services reasonably required as part of receiving gas supply (such as metering services) are readily available and 'fit for purpose'

D. CONTRACTUAL TERMS AND CONDITIONS

RCE 11. The contractual terms and conditions of supply of gas to the consumer are lawful, fair and reasonable, while accurately reflecting any reasonable upstream conditions or constraints

RCE 12. The contractual terms and conditions are complete, easy to understand, and clearly set out the respective obligations of the company and the consumer

E. COSTS

RCE 13. The delivered price for gas supply is fair and reasonable, and is reflective of the cost of supply

RCE 14. The company does not impose unexpected costs on the consumer

F. BILLING AND PAYMENT

RCE 15. Consumers have access to timely and accurate billing and payment information for gas and associated services, and that information is easy to understand and check

RCE 16. Consumers have access to appropriate mechanisms for making payment that take account of consumer circumstances

G. TREATMENT BY THE COMPANY

RCE 17. The company is honest and open, and acts with integrity in all its dealings with the consumer.

RCE 18. The company will either directly answer where possible, or otherwise assist in obtaining an answer, to consumers' enquiries about all aspects of their supply, billing and contracting arrangements in a timely, courteous and accurate manner.

H. ACCESS TO PROPERTY

RCE 19. The company will act courteously, considerately and professionally at all times when requiring access to consumers' property

RCE 20. The company or any third parties will, except in routine situations (such as, for example, reading or inspecting a meter that is located on the outside of a building) or emergency situations, give the consumer reasonable notice of its requirement to access the consumer's property, including the intended timing, nature and purpose

I. ACCESS TO REMEDIES

RCE 21. Consumers have access to suitable arrangements for dealing with any complaints in a timely manner, and for obtaining appropriate remedies

RCE 22. Consumers have access to the information necessary to help resolve complaints