



## WE ARE PROUD TO ADHERE TO THE TPI CODE OF PRACTICE

The TPI (Third Part Intermediary) Code of Practice is a set of standards within the energy industry, designed to protect businesses and ensure you are being treated in a fair, responsible and trustworthy way.

Taurus Utility Consultants have been accredited with abiding by the TPI Code of Practice, so you can be assured that you will get a high quality service you can trust.

If an energy broker or Consultant hasn't signed up to the TPI Code of Practice, then you will have no way of knowing if you are going to be treated in an honest and professional manner.

### The Code of Practice Summary

- **All staff** have gone through a robust recruitment & training process. We also continue to run effective regular training and assessments. They will also clearly identify themselves and who they work for when you speak to them.
- **Sales material** – Any sales material will be written clearly and be honest and accurate.
- **Responsible selling** – We won't use misleading sales tactics, exploit a person's inexperience and will treat all clients with sensitivity and respect.
- **No pressure** - We won't use high-pressure sales techniques or mislead you into doing anything until your 100% ready and confident to do so.
- **Annual estimated** – We'll give you an annual estimate before you sign a contract if you ask for one. This will always be based on the most up-to-date information we are given and we'll explain how it's been calculated (including any discounts, special offers, and on what terms).
- **Relevant laws & regulations** – As well as this code, we adhere to Supply Licence Condition 7a, Ofgem's Standards of conduct, Data protection Act, AUDDIS, Business Protection Regulations and Employment law.
- **Letters of authority** – Where you would like us to act on your behalf; we must have a signed Letter of Authority, written in clear easy-to-understand language, and on your letter headed paper.
- **Energy supplier's contracts** – Before you anything with an energy supplier, we'll make sure you understand what you're signing and the implications of signing it. The same applies to verbally agreeing to a contract over the phone.
- **If the contract is rejected** – If there is any issue with the new contract, we'll let you know straight away and work with you to resolve the issue.

- **Complaints** – We hope this never happens, but if you do wish to make a raise any issues, we have a simple and effective system for handling complaints.
- **Audits** – At least once a year we will undergo a full audit to make sure we are adhering to the code.

If you require more information or a full copy of the code, please contact us on

Newcastle Office: 01914772244. Durham Office: 01388 718965

Email: [advice@taurusutilityconsultants.co.uk](mailto:advice@taurusutilityconsultants.co.uk)

Web: [www.taurusutilityconsultants.co.uk](http://www.taurusutilityconsultants.co.uk)