

CODE OF PRACTICE

At Cielo Energy we believe in working in a fair, responsible & trustworthy way to deliver our energy purchasing services. The guidelines set out in this Code of Practice are there to protect you, the company, and make sure the service you receive is a reliable and professional one.

Code of Practice Summary

The Team

Every member of the Cielo Energy team has gone through a robust recruitment process and background checks to ensure they have the skills and know how to act to a high standard aligned with our culture.

Training

The energy market is complicated, and using our experience as a starting point we keep track of market updates to make sure our advice is current and remains value adding.

Sales Material

Any marketing material we use is written clearly and in an easy to understand manner.

Responsible Selling

We won't use misleading or misdirecting sales tactics, we treat everyone we speak to with the respect they deserve and our energy advisors talk in a clear, honest and easy to understand language. At Cielo Energy we pride ourselves in using easy to understand language, that is clear and concise. Any information or advice given will be accurate and jargon free.)

Letter of Authority and Client Agreement

All of our clients are asked to sign a Letter of authority (LOA) on their own company letter headed paper. This will explain what we have permission to do on your behalf. It will be simple and clear to understand. We use this to gain information from your supplier and allow us to instruct them to take action on your behalf.

We also enter into a Client Agreement that outlines the services we will provide and the basis on which we will act for them.

Supplier Contracts

Cielo Energy is not an energy supplier, so before you sign anything with a supplier, we ensure that you have access to all the information you need to fully understand what you are signing and the implications of signing it.

Supplier Contract Rejection

If there are any issues that need resolving when switching your contract, we will let you know straight away and will work directly with your supplier to help resolve the issue.

Data Protection

We follow the Data Protection Act when handling our clients details and are registered with the Information Commissioner's Office. Our data protection policy is published on our website.

Commission

Although we offer our initial consultation service for free, we are a business and we are transparent with how we are paid and who it comes from.

If you accept an offer we present then we will receive commission from the supplier. We do not favour one supplier over another. You are not obliged to accept any of the options we present.

Complaints

We hope you never have to make a complaint but, if you do, we have a simple and effective complaints process. Our complaints procedure is published on our website.

Data Retention Policy

Information and records relating to service users will be stored securely and will only be accessible to authorised staff. The following Client Documents will be kept on our Secure Computerised Network:

Signed Letter of Authority and Client Agreement
Supply Invoice
Signed Supply Contracts

We have an archive policy in place which is in line with our PI insurance & The Data Protection Act of 1998. So Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately.