

TS Alert Message from Kent Trading Standards

Sent By (include Name, Address and Contact Details)

Trading Standards, Advice and Education, Eurogate Business Park, Ashford, Kent, TN24 8XU
Telephone 01233 652385
www.tradingstandards.gov.uk/kent (GP M50720)

Message

From this month the Energy Sure Code of Practice - <http://www.energy-retail.org.uk/salespractice.html> prohibits sales agents from member companies from cold-calling consumers in recognised Cold Calling Control Zones. This depends on the residence displaying a notice or sticker to this effect.

This also extends to any residence displaying a clear message that the consumer does not wish to receive uninvited doorstep callers.

Signs are available to download free of charge at <http://www.moneysavingexpert.com/phones/no-more-junk#coldcallers> and from Trading Standards using the above contact details.

If you still get a visit contact the company (Members – British Gas, EON, EDF, Npower, SSE, Scottish Power) first but if it isn't resolved satisfactorily consumers can complain to the Energy Ombudsman (www.energy-ombudsman.org.uk).

Trading Standards ask that you also let them know of any such incidents through Consumer Direct on 08454 040506 or www.consumerdirect.gov.uk.

Expiry Date

31st October 2010

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

Graeme Preston

Date

12/10/10