

Dear Client

Utilities Intermediaries Association (UIA):- What It Means To You.

Cost Centre Services Ltd is an approved member of The Utilities Intermediaries Association (UIA) who meet and continue to meet the association's requirements and agree and operate to the Code of Practice, which was compiled with advice from the Office of Fair Trading. The UIA is currently the only trade association for energy brokers and consultants (Tpis) and operates the only industry code for Tpis at this time. The UIA maintains a process whereby users of their service who become dissatisfied can seek redress via an independent redress scheme.

The Code can be found at: http://www.uia.org.uk/code_of_practice.htm

By signing to the Code of Practice Cost Centre Services Ltd is offering a, reliable, ethical and honest service to our customers. We will tell you where our income comes from and what we will do for that income. We will offer you the best deal that we can obtain taking into account your requirements and will do our utmost to resolve any issues that may arise in the process. If appropriate we will seek to resolve any issues through the industry Ombudsman on your behalf.

Through the UIA we have access to the industry regulator; Ofgem, and have input to the industry consultations, which shape the market. Consumer Focus recognise the members of the UIA by having a direct link from their website section "*Help and advice for business*" to the UIA's approved members page.

Cost Centre Services Ltd as an organisation has such conviction in our service that we are signed to the UIA code because we believe that our clients should have confidence and peace of mind - after all why should you settle for anything less.

Yours Sincerely,



Simon Binks
Managing Director