

Ofgem received 210 of these emails as part of a customer campaign driven by Business Advisory Service (a TPI).

Example:

Dear Ofgem

Re: Retail Market Review (non-domestic proposals), Chapter 2/Q6

As a business energy user I would like Ofgem to ensure that:

1. Each bill I receive from my energy company clearly highlights my contract end date and termination procedure.
2. Each renewal letter I receive from my energy company is sent by Recorded Delivery and shows the difference between the current rates being charged and the proposed renewal rates in £s and %. I'd also like it to explain how and when to serve notice if I am to prevent my business from being automatically rolled into a new contract on the renewal rates.
3. That a common, single termination notice period is standardised across all suppliers.
4. Best Offer First – All suppliers that value my custom and wish to retain my business at Renewal must be compelled to offer their “Best Price First”. This will prevent suppliers leveraging against less proactive business customers and prevent unnecessary retention calls if I choose an alternative supplier.

Yours faithfully,