

Dear Ms Van Rensburg,

I am writing in regards to the RMR review that you are conducting. We are members of the UIA.

Firstly, I would like you promote the work that brokers do in the retail market which often goes unrecognised and unreported. Whereas sharp practices gain disproportionate amounts of publicity.

Customers that approach a broker often have received a high renewal offer or have become disillusioned with their supplier. First of all the broker ensures that termination is served to stop the renewal prices taking effect. The broker then find alternate prices with terms that may suit the customer better than their existing supplier. Yes a fee is paid by the new supplier to the broker but this fee is considerably less than the amount the client would pay under a rollover contract.

We believe that if Ofgem seek to regulate the market they should use a standard code as this would make it much easier to adhere to. We believe we offer a professional service and this should be recognised.

Kind Regards,

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Head of Energy Management