

Dear Louise Van Rensburg,

I run a small shop. My comments on the UK energy market are these. I have found no energy company willing to supply micro business on a dual fuel basis. I use no more fuel than a large private house , so I cannot see why I am denied a dual fuel deal. For a dual fuel deal to work, I would need to synchronise my gas/electric contract dates. I have found no energy company willing to do that. I have heard horror stories of other small firms with several meters, each with a different end date & no way of synchronising them. Energy firms must be forced to be reasonable on this.

One sided contracts on micro business are unfair. Ofgem needs the power to tear up unfair contracts. Fixed contracts with massive penalties for changing supplier may make sense for large users, but stop fair competition for micro business.

I was with Scottish Power for my electricity & gas, but they would not give me a dual fuel deal, so I went to other companies at the end of contract. I had a hard time getting rid of Scottish Power. It took 2 recorded letters+emails+ many phone calls before I got free, for both gas & electric. They kept saying everything was accepted, then sending a letter saying I was still with them. They should be hit with a massive fine. Not a couple of million, but £200 million+, like the Americans would.

I can see that ofgem wants greater transparency & simpler language. These are good, but please understand that it is frustrating for a micro business to realise what a rotten deal is forced on it, but have no means of changing it.

Regards,

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