

Dear Ofgem,

Please see below comments from myself, I am an Administration Manager at an [REDACTED]  
[REDACTED]

### **Improving Tariff Transparency**

As a consultant, every day we are dealing with the energy management of clients and within our services we check billing and compare tariff information. As all suppliers have different tariff structures it is increasingly difficult to compare accurately the tariff's – for example including Duos and TUOs charges included to excluded and STOD tariffs to one rate tariffs. Clear and transparent tariff structure across board of all suppliers would enable clients to have a clearer understanding of recommendations and offers.

### **TPI's**

The proposal to regulate all TPI's would be welcomed by our business as we have an open and honest policy with our clients and comply to all the suppliers terms and conditions as they require currently. To be regulated will reinforce to our existing client base and to new clients that we are a reputable consultant. Also in respect of our Supplier relations this should be enhanced with regulatory status.

### **Automatic Rollover**

We believe as consultants that the automatic roll over for 12 months is not fair to clients, this doesn't give them the option to freely make an informed decision about their procurement requirements. Terminations at any point of the contract should be introduced instead of having a "window" of termination, it should be policy that a contract can be given notice at ANY point of the contract with a minimum number of days for a rule.

We agree that clients being put onto 28 day deemed rates would be a better decision than rolling a client into a 12 month contract, this gives the client an option to freely look at the market and switch if required.

### **Objections – Ineffective Communication**

Stricter ruling on objections to transfer would assist the clients and consultants to resolve any objections and make the smoother transfer of supply between suppliers. Currently there are no debt guidelines for all suppliers – i.e. what the current balance of the debt would need to be below in order for the supplier to allow the transfer to leave. The communication from suppliers to clients is also very vague, we agree that tighter enforcement of the guidelines needs to be enforced – with all valid reasons for the objections along with the MPAN/MPR and what to do next.

### **Standards of Conduct**

As a consultant we already have supplier agreements which we adhere to and would be happy for the accreditation scheme for TPI's with standards of conduct. This would encourage Supplier and client confidence in TPI's. We are already part of the UIA and conform to their standards also.

Best Regards

Please feel free to browse our website - [REDACTED]

Kind Regards  
[REDACTED]

Administration Manager