

Response from **North Edinburgh Fuel Poverty Action Group.**

Whilst we welcome Ofgem's announcement about PPMs we still feel that it is not enough.

Allowing the energy companies to charge for 'costs to serve' means that people paying by PPM will still be charged more than anyone else.

Ofgem says that it costs no more than £85 to serve a PPM but many of the energy companies disagree.

Having a PPM is often the way that people can strictly control how much energy they use to match what they can afford to spend.

PPMs are often forced on people when they get into debt and some suppliers ask for a large deposit when people ask to get off them.

Another point we would like to point out is that people on PPMs pay in advance for their energy but, unlike other customers they don't get a discount.

What we would like to see is Ofgem insist on the energy companies to make PPM charges the same as other payment methods such as Direct Debit- to stop suppliers charging for cost to serve

William Anderson

North Edinburgh Fuel Poverty Group