

Hi There,

Following the recent request for information I would like to outline my recent experience for your consideration.

We are a small ltd company called REDACTED operating a cafe bar trading as REDACTED.

Our electricity supply came out of contract in June 2022 during the period that prices were escalating on a daily basis and our broker advised us to take out a new 2 or 3 year contract with REDACTED as prices were likely to continue to rise for the foreseeable future.

This new contract increased our prices c200% from our previous contract.

Once the EBRS was introduced we were advised by REDACTED that this would be applied automatically to our bill so there was no need to do anything.

When the bills were produced there was an amount showing the discount that was being applied but no information advising how this was calculated.

I emailed REDACTED asking how this was calculated. I received a reply saying I would be contacted in 3 to 5 working days but that didn't happen.

Having investigated further, my understanding of the scheme from the Government Website was that the difference between the wholesale price on the day the contract was agreed and the government price cap should be credited back under the scheme.

As our contract was agreed on 13th June 2022 the discount that should be applied according to the spreadsheet on the Government website is 6.14p per K/wh.

REDACTED have only been applying a discount of 2.55p per K/wh which is incorrect and would appear to be the lowest discount that could be applied on the scheme.

I emailed again on 13th Jan 2023 advising of this and asking for the correct discount to be applied. No reply.

I then called REDACTED and after a 50 minute wait got through to someone in credit control who advised that they applied a % discount depending on the rate. When I disputed this they advised a different email address that I needed to write in with details of my complaint.

I emailed this new email address on 23rd January. REDACTED. No reply.

I emailed again on 6th February and 2nd March again without reply. As of today I have not had a response from REDACTED.

So in summary with reference to REDACTED the points I would like to bring to your attention for consideration in order to help improve in the future.

1) They have not complied with the requirements of the EBRS in that they have applied the lowest possible rate rather than the correct rate. I can see no benefit as to why they would do this unless they are claiming the correct higher rate back from the government and retaining the difference.

2) There is no transparency on bills as to how the EBRS rate is calculated and applied. This should be shown in my view.

3) There is no transparency on bills showing the wholesale rate (which the EBRS is based on) and the actual retail rate charged for electricity and billed so the customer can clearly see the detail and difference. This should be shown in my view.

4) The complaint process is not clear or easy to follow and is not fit for purpose. The supplier just ignores communication with no comeback. They seem to be able to do what they like without fear of consequences.

In addition I strongly believe that any contracts (such as ours) that were agreed during this unprecedented time of spiralling wholesale prices should be able to be cancelled and renegotiated to a more sensible and appropriate level.

We are currently stuck on a 2 year contract with rates which are completely disproportionate to the current market which the supplier has taken advantage of and greatly benefits from. This is completely unfair.

Kind Regards

REDACTED