

Hello,

Please find answers as requested:

1. I wasn't personally asked for a deposit but I have spoken to my peers and several have been.
2. To allow businesses to renegotiate their contracts or renegotiate and blend contracts once during a contract term of over 1 year in length. This would allow the 48% plus of hospitality businesses and many more to benefit from the drop in what was a massive one off event that needs resetting.
3. When I tried to get a fixed for our existing variable with REDACTED they said they weren't accepting fixed at that time, I tried 3 times over a period of 4 or 5 months to get a fixed from them but kept getting the same answer. I went to a broker and I only got one choice to go for, how is a market competitive if you only have one choice?
4. I don't have evidence, however with the lack of choice of offers and the large well known brand refusing to even offer fixed or take you how can this be a true market?
5. I know somebody who has been locked into a deemed contract and is unable to get out unless a large fee is paid. The rates he's stuck on are 4X what he was paying before.
6. I think the cancellation of a contract during the term should be a standardised fee based on the suppliers losses for advanced purchase of energy.
7. I feel like the hotel industry has been mistreated, I own two businesses (a hotel and a golf course at separate locations) the golf course had several options for energy at reasonable prices (still double before) but the hotels best offer (and only offer) was four times higher.
8. I have not got to this stage yet but without help will be there in the next 12 months.
9. I would say they're fairly easy to find and complain, however complaints are not dealt with and queries I've sent have not been replied to twice with REDACTED.
10. Communication via emails and updates has been as expected so far, however as mentioned above complaints or queries that I've sent haven't been responded to at all.
11. N/A
12. I was faced without a choice of supply of a fixed deal at all forcing me to accept the only offer I was given by the broker.

I hope the above helps, and I pray that you're able to allow us to renegotiate costly contracts that we were mis sold by being told prices would remain high for the next two years.

Thanks,