

Q1. Do you have evidence of suppliers not being proportionate or reasonable regarding charges necessary to secure a contract, including security deposits? If so, please provide us with details.

Firstly, we were forced to accept a standing charge of 50p a day to £4.50 per day - an increase of 800% - how is that even legal? Our price per unit was raised from 15p to over 85p - a 466% rise.

Q2. Do you have suggested solutions to the concerns around high costs requested to secure a contract and manage risk?

Well, we could drop this unhealthy obsession with 'Net Zero' and concentrate on Energy Security.

Q3. Do you believe there has been an improvement in terms to contract as market conditions start to show signs of improvement? Please explain your answer.

No, REDACTED have flatly refused to modify or improve our terms.

Q4. Do you have evidence to support the allegation that suppliers have been inflating prices in response to the introduction of the Energy Bill Relief Scheme? If so, please provide us with details.

No but it is obvious it happened.

Q5. What issues are you aware of businesses having in relation to deemed contracts?

N/A

Q6. Are there any other matters not discussed above related to pricing and contractual behaviour that you would like us to explore? Please provide details and your reasons.

We are a small, rural, isolated business dependent on bulk storage LPG. Firstly, why is this industry completely unregulated.

Secondly, why are we having to pay a climate change levy when we are buying 100% renewable electricity?

Q7. Do you believe there has been an increase in offers to contract in the past year as wholesale market conditions improved, or are there are segments of the market that are still struggling to secure contracts?

Haven't experienced this.

Q8. Are suppliers following the best practice steps around debt management and disconnection that we highlighted in our December 2022 letter or do you think that licence conditions need amending? Please provide evidence for your views and details of any specific examples.

Haven't experienced this.

Q9. Are suppliers' complaints process easy to find on their websites, or elsewhere? Do you believe we need to strengthen the rules around complaints processes? Please explain the reasons for your response.

Seem to be easy to make a complaint but the rules for a businesses to be able to be complain to Ofgem seem punitive (less than 100,000 KWH consumption annually etc). This excludes many SMEs and gives the providers a useful loophole to hide behind.

Q10. To what extent do you believe the communication you receive from your non- domestic supplier is clear and transparent? Please provide examples where possible.

Haven't experienced this.

Q11. Do you think the issues around Change of Tenancy/Occupier are significant? What potential solutions would you suggest to address the perceived shortfalls in the existing Change of Tenancy and Change of Occupancy processes, that do not exacerbate the potential for fraud?

Haven't experienced this.

Q12. Are there any other issues you would like to highlight related to competition in the non-domestic supply market? Please provide detailed explanations.

We own a caravan on a REDACTED. It's very clear that they are not passing on the EBRS to their tenants.

Q13. Do you believe that there are segments of the non-domestic supply market, other than microbusiness customers, where there is not sufficient market pressure to correct any potential inappropriate supplier behaviours? Please provide detailed descriptions of these customers and evidence to explain your view, including what aspects of harm the regulations would need to help protect against.

Yes, hospitality has been unfairly weighted against. We were only able to obtain one other quote.

Q14. If you responded yes to question 13, please suggest how these customers could be defined in the supply licence and identified by suppliers and customers.

Energy companies claimed not to know what class or category of business their customers are but this is clearly nonsense.

Q15. If we expanded the definition of microbusiness customers or created a new class if customers, what are the possible implications and costs of doing this?

N/A

Q16. What additional protections do you think might need to be put in place to protect domestic customers who are supplied via a non-domestic contract? Please provide an explanation or evidence of the areas of harm any new regulation would protect against.

The bulk storage LPG industry needs regulating.

Q17. Do you agree with the definition of, and clarifications around, what is a domestic customer as described in Appendix A? Are there other areas where further clarification is required?

Q18. Do you have any further comments about how the non-domestic market is currently segmented?