

Good morning,

following your request for input we would like to make you aware of the following issues we have recently encountered:

1. On renewing the electricity contract 18 months ago we were made aware by our broker that a significant proportion of the big energy companies were not offering renewal contracts to the Hospitality sector as it was seen as too high a risk. Having said that, what our electricity provider at the time, REDACTED, were willing to do is allow our tariff to roll into an out of contract tariff which would have seen our bill increase by 80%. It makes no sense that they were not willing to offer a competitive renewal tariff but allow us to enter into a deal which would have seen our costs grow exponentially overnight.
2. We received a phone call from our existing electricity provider, REDACTED, last Thursday 16th of March letting us know that our tariff was essentially going to double Monday just gone, the 20th of March with no explanation as to how they could implement that. The daily standing charge went from 70p per day to £1.20 per day and our per unit tariff rose by 80%. They did kindly offer to put us in touch with a broker, that they were in contact with to discuss renewal options but that does not help when we have 6 months left on our existing contract.
3. REDACTED have allowed us to run out of gas on more than one occasion, even though there is a transponder on our LPG tank that makes them aware when a delivery is required. When this has happened their response is apathetic, stating that it can take up to 7 days to get a delivery scheduled and into the premises. In this time the property is left with no heating, hot water and limited cooking facilities within our kitchen. Ultimately this is financially unhelpful and reflects poorly on us as a business. I have been told that during the summer months they will send a delivery when the tank gets to 30% full, however, in the winter months, when demand is significantly higher they will let the tank run as low as 10%. Surely this is the wrong way round and suggests that in the summer, when they are selling less they will deliver more frequently to protect their cash flow, however in the winter, when demand is abundant, they are willing to let properties run close to empty.

The whole non-domestic market is quite honestly shambolic with little or no protection offered to its customers, especially in the hospitality sector.. Energy companies seem to be able to impose what they want at will, offer the lowest possible standards of customer service and make changing suppliers, particularly on the LPG front, cost prohibitive.

If you require any further information please do not hesitate to get in touch.

Kind regards

REDACTED