

Hi,

Complete list of Call for Input questions

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.

We took over a new site in August 2022 (this is a pub), it was operational before we took it, and we contacted the same suppliers (REDACTED) as thought it would be easier to get a new contract and i have been with REDACTED for many years at another site. However, they told me on the phone that they do not issue new contracts so basically, you can't do anything. These calls were through the phone. I ended up sending an email to say it is a change of tenancy, they sent me a form, i filled it in and sent documents (contract signed by us and REDACTED) to prove it and this wasn't enough, they asked if they can have details of the person in REDACTED to double check this and when they reply they will be able to carry this out. I sent them details of the person, email, and mobile number with full name. Waited again at least a couple of weeks and no response. i sent a catch-up email to ask what is happening as after speaking to the brewery the person i gave as a reference told me she never received anything from REDACTED. At this point, i was so stressed and now we are in October. I heard horror stories and i knew this is one of them.

Randomly we started to receive invoices by post from REDACTED, i opened and it was invoiced for 2 gas meters and electric with crazy amounts in thousands. I emailed back the same person from REDACTED and said this is ridiculous to put as on deemed rates when i have been asking for a contract and rates to be agreed upon. As well they somehow found another our company emails and sent all invoices and contracts there, the online account was created with that email address which wasn't the one I used when I got in touch with REDACTED and the email address they used isn't really used much at all and only there for my partner.

I have emailed complaints I have emailed again somewhere else on hello but i am getting nowhere. I asked the brewery if they received an email from REDACTED they said no, when i questioned this with REDACTED they didn't respond.

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

First of all, give contracts and agree to one. Secondly, be reasonable with pricing. Especially to those businesses that use electricity and gas a lot and can not do anything without it or use it less.

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.

Yes, this year I have changed suppliers.

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.

I could send you a bill.

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

Completely no control over this, someone else makes decisions about your business not knowing anything about it.

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

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 segments of the market that are still struggling to secure contracts?

Hospitality - pubs still struggle, and suppliers don't want to supply pubs. Some suppliers actually don't, i was told by brokers.

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 license conditions need amending? Please provide evidence for your views and details of any specific examples.

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.

Not at all easy and the response is shocking. Definitely stricter rules and a clear way to find it. It seems to be always hidden and never under the contact me part.

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.

Q11. Do you think the issues around the 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?

Call for input on the Non-Domestic gas and electricity market 24

Communication would be good, credit checks can be done, and paperwork checked.

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

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 behaviors? 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.

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

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

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.

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

Thank you and hope you had more responses than i could give and there will be a good outcome for this.

Regards,
REDACTED