

1. No
2. This is not an issue we have experienced
3. Yes. It has been slower than prices going up but there seem to be more and better rates available
4. No
5. I have experienced suppliers seemingly deliberately being obstructive in processing change of tenancies. I believe this is to keep the ingoing party on deemed rates as long as possible
6. No
7. Yes
8. We have been disappointed to have had meters removed in a few of our tenanted properties without us being contacted at any stage to check tenancy positions. Suppliers have then been incredibly obstructive in getting the meters reinstalled. REDACTED have removed a meter in one of our properties which the tenant has now left. We provided evidence of our tenants exit in January and they still haven't accepted that position. They refuse to raise a complaint because they don't have an account in our name but also won't put the account in our name.
9. You need to force suppliers to accept complaints even without people having account numbers. As it stands they are refusing to even open a complaint around their change of tenancy process
10. REDACTED claimed in their communication to have a 28 day turn around on change of tenancy process but upon calling to discuss it transpired that the 28 days only starts for them when they open the case which they didn't do until over 28 days after it was originally submitted. This is far from transparent.
11. I think this is the biggest issue. Energy companies are costing businesses thousands of pounds in their intransigence on change of tenancy process and there are no repercussions. They should be required to act reasonably in their requirements so they can't revert to a "You must supply all documents requested position" we have provided proof that we own a property and proof that our tenants have vacated said property but the energy supplier is insisting we provide a business rates invoice to prove occupation. This position is patently unreasonable but there is nothing I can do and the local authority are taking an eternity to provide the business rates bill.
12. No
13. No
14. No
15. I have no opinion on this
16. In public houses the gas and electric supply is often both domestic and commercial as our tenants live above the pub. We have had recent experience of a pub tenant being left with no electricity in his home as a result of the meter being removed
17. No