

Dear Louise and Paul,

I'm just trying to help by providing information that might help you in your endeavours to find out what is happening in the non-domestic market. I hope this email will help but if you wish to have it in a different format please say so.

We negotiated our electricity contracts last year somewhere near the peak of the market and secured 12 month contracts with REDACTED at a price that was broadly 3 to 4 times the price of the price of our existing contracts.

We had issues getting REDACTED to confirm the new government relief rates and at REDACTED they took 2 to 3 months' worth of bills at the 56p contracted rate and stated that they would take some time to work out what the capped rate was (they indicated it could be 3 months). I was already talking to a journalist from the FT that UKH had put me in touch with and I explained this to them and gave them permission to discuss our account with REDACTED. Within an hour of so of the journalist contacting them the REDACTED accounts team were on the phone to our finance director and had sorted the issue out and confirmed the rate and our refund.

We have contacted REDACTED about the REDACTED accounts (REDACTED rate has jumped by a multiple of around 5 times the cost) asking them now that energy rates have dropped whether we can renegotiate our contract mid-term or look to blend and extend our deal. In both cases they have point blank refused to enter into discussions about this (see the 2 emails attached).

The irony of all of this is that if we had gone out of contract last year and not signed in then we would be much better off now. We were encouraged by government to take fixed rate deals to take advantage of the proposed relief but in doing so we are now competing on a different playing field to some of our competitors who are now paying much lower rates.

While trying to negotiate our contracts we found many suppliers refused to quote as we are a hospitality business and REDACTED in particular were asking for quite large unsecured security deposits.

I trust all of this helps and if you require further information please do not hesitate to ask.

Best wishes

REDACTED