

POLICY CONSULTATION RESPONSE 14

We are a non domestic user purchasing about [REDACTED] a year.

I thought responses were require by Friday but find they are this evening. I have read much of your document and consider your proposals sensible

I do not have enough understanding or time now to reply to all the questions in a proper manner but hope our experience will encourage you take control please.

Even if you do read the whole of my comments please look at I j and II e & f.

We have had two major problems

In the summer of 2022 A broker [REDACTED], a related to a party [REDACTED] who claimed to be a supplier with extensive “supportive” web presence, and advised/signed DocuSign us into a contract with [REDACTED] 25% + above estimated volumes. In the small print was Take or Pay clause despite verbal assurances that there was no minimum off take – we were installing solar.

- a. The DocuSign document was altered after signature.
- b. [REDACTED] demanded a deposit of one month and continued to demand monthly payments of one 12 of their estimate of annual consumption
- c. We could not obtain meter readings and had to chase, pointing out the Energy Act requirements, to obtain the government subsidy
- d. It turns out that [REDACTED] were not the supplier and that [REDACTED] are the actual holders of the MPAN.
- e. [REDACTED] at told us it would break our contract to speak to [REDACTED] as they were trying to take their customers.
- f. We received a [REDACTED] energy document which was purported to have been signed by us which was had much erroneous information and a non genuine signature -- we assumed it was scam. **We believed the signature was lifted from another document.** We are not sure of its origin.
- g. [REDACTED]
- h. [REDACTED] apparently have financial problems with amended unaudited accounts.

- i. We have not yet received the 6 monthly adjustments to volumes that were subsequently promised.
 - j. We have paused paying [REDACTED] but consider we `are now about in balance. We are concerned that [REDACTED] will go into liquidation with our deposit. **DEPOSITS OF THIS SIZE £65,000 SHOULD BE SECURED`**
 - k. [REDACTED] now suggest we pay [REDACTED] directly but we have no valid contract.
- II. We an have industrial Estate a major Tenant (who had their own supply) left middle December 2022 leaving us with a 3MW power supply and enormous Deemed rates but minimal KWH consumption around £500,000 (figures from memory) standing charge for 100,000 KWH
- l. Eventually it was recognised that the consumption was minimal.
 - m. We eventually after much trouble reduced the required capacity to 800KVA being told it would make little difference to reduce it further.
 - n. We cannot obtain sensible discussions with [REDACTED] and although their current deemed rates are much lower they will not engaged in meaning full discussions.
 - o. Question is who controls deemed rates and how do they have to justified.
 - p. **As a trading business that is not versed in the terminology and workings of this unregulated market we would like regulation to control the conduct of certain suppliers.**
 - q. **There is no TRANSPARENCY or ACCOUNTABILITY** and difficult to understand
- III. **When we first realised we had a problem we could not find any help or advice from any third party – There does need to be somewhere a SME over your regulated limits can go to**
- IV. I do have a fuller account of happenings which have been submitted to solicitors but we have not yet entered in any legal proceeding

- V. I am happy to provide greater accuracy, evidence and answer questions if required
- r. I have no particular requirements for privacy and apologize for my, presentation , grammar and spelling.

Good luck and please bring somehow bring order and better behaviour to this apparently unregulated market

Best Regards

[REDACTED]