

CAMPAIGN RESPONSE 4

To whom it may concern,

I am writing on behalf of [REDACTED] in response to the findings of Ofgem's non-domestic market review, published on 26 July 2023.

As a pub company [REDACTED] across of the UK, we represent hundreds of SME businesses, many of whom have seen significant rises in their energy costs as they try to recover from the impacts of the Covid-19 pandemic.

We fully support the five asks put forward by UKHospitality, to help our tenants who have been significantly affected by rising energy costs, the practices of certain energy suppliers and the lack of competition in the market.

We welcome the findings and recommendations from Ofgem, in particular the recognition that individual hospitality businesses continue to face significant challenges, especially in finding a supplier. We recently saw a further example of this for one [REDACTED]

In response to the consultation, we would like to echo the below points from UKHospitality which will help our tenants in the short, medium and long term:

- Ofgem should move rapidly to fulfil its recommendation to encourage suppliers to work with hospitality businesses to resolve issues many are facing with prices fixed at levels far above current market rates. This should include direct, immediate communication to suppliers from Ofgem.
- Urgently enact Ofgem's proposed changes to offer greater transparency to customers, deliver more timely responses to customer complaints and drive better practice in setting deemed rates.
- Deliver wider access to the energy ombudsman to redress the imbalance of power between energy suppliers and businesses, which currently lies too heavily with the suppliers.
- Put in place measures to prevent the blacklisting of entire sectors, particularly hospitality, as this dramatically reduces competition and unfairly penalises businesses.
- Improve regulation of energy brokers, including extending protections to more businesses, the introduction of a formal redress scheme and greater transparency around fees.

Kind regards

[REDACTED]