

Email sent Wed 6 Sep 23 from [REDACTED]

Dear Mr Van Rensburg

I am emailing you to add my support to the recent response by the BH&HPA to the Ofgem consultation - please see the letter attached.

The residents here at [REDACTED] are all elderly and vulnerable. I had one come to me today to say her latest electricity bill has wiped her out and she had no money left for food. This is a pensioner who is not eating because the electricity charges are so high. The residents have had their energy bills triple.

The help available is little or non-existent because they are domestic residents forced to pay business prices - and they are forced because they have no other option they have to get their electricity through us and we are a business - they cannot swap or shop around. Please help them!

Attached you will find a letter that gives my support to the BH&HPA's response on behalf of the Park Home Residents who seem to have largely been forgotten.

Kind regards

[REDACTED]

06/09/23

Dear Ms Van Rensburg

**Re: BH&HPA Residential Park sector response endorsement**

I write to endorse the response provided by the British Holiday and Home Parks Association (BH&HPA) to Ofgem's consultation on non-domestic market review: findings and policy consultation.

I manage a residential park in Surrey which is currently the permanent home to 75 households. I am also a member of British Holiday & Home Parks Association.

Park homes, such as those on my park, offer an attractive housing option in particular for retired people. The age profile of park homeowners often means they are older and more vulnerable as a demographic. They are likely to need to heat their homes for a longer part of the year.

In common with many in this sector, the homeowners who live on my site are disproportionately vulnerable. The residents on my park in particular are mainly retired, many of whom have health and mobility issues.

This winter has been acutely difficult for households on my park, with the rising cost of living pressures overlapping with increased energy bills. Their electricity charges have tripled in since last year. It is essential that government and regulators respond to the unique circumstances of residential park homeowners.

I would encourage you to take on board the response of my trade association, BH&HPA, and to take firm action to address the challenges they highlight in their consultation response.

We all need the energy sector to better serve people who live in park homes, park owners and homeowners alike. We provide a unique and highly valued way of life that offers affordable accommodation often in areas with high house prices, as well as relieving pressure on local housing stock.

Thank you considering this response.

Yours sincerely,