

## CAMPAIGN RESPONSE 5

Dear Ofgem,

I am writing to you as a part of the current consultation and review of the non-domestic energy market.

As a small business operating in the hospitality sector we have seen our energy bills increase by over 470% since 2020. Many businesses, like ours, have unfortunately been unable to sustain such extortionately high energy costs, forcing an ever increasing number of normally viable businesses to close permanently.

In order to enact meaningful change within the energy market, we are urging Ofgem to:

1. 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 rates. **This should include direct, immediate communication to suppliers from Ofgem.**
2. Urgently enact its proposed changes to offer **greater transparency** to customers, deliver more **timely responses** to customer complaints and **drive better practice** in setting deemed rates.
3. Deliver **wider access to the energy ombudsman** to **redress the imbalance of power** between energy suppliers and businesses, which currently lies to heavily with the suppliers.
4. Put in place measures to **prevent the blacklisting of entire sectors**, particularly hospitality, as this dramatically reduces competition and unfairly penalises businesses.
5. Improve **regulation of energy brokers**, including extending protections to more businesses, the introduction of a formal redress scheme and a greater transparency around fees.

We need Ofgem to step up and help prevent more businesses permanently closing due to unsustainably high energy costs.

Thank you.

Internal Only

Kind regards,

[REDACTED]

Internal Only