

CAMPAIGN RESPONSE 7

Dear Sir/Madam

I am writing to respond to the findings of Ofgem's non-domestic market review.

At [REDACTED], our [REDACTED] pubs across the UK are run by small business entrepreneurs. We work in partnership with them to create and run profitable and sustainable pubs that are the cornerstone of their local communities whilst ensuring that risk and reward are shared fairly.

A strong and sustainable economic recovery rests on the foundations of a robust and reinvigorated hospitality sector. With the right support, we can continue to re-connect and bring communities together, create more jobs, and reignite our status as the foundation of local economies throughout the UK.

As a result, Ofgem's findings and recommendations are very welcome, in particular the recognition of the challenges faced by hospitality businesses specifically and the measures Ofgem proposes to rectify these.

In response to the consultation, we would like to make the below points which will help our business in the short, long and medium 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.

I hope the above feedback is helpful and I look forward to the output of the consultation.

Yours sincerely,

[REDACTED]