

LOCAL AUTHORITY POLICY CONSULTATION RESPONSE

Hello

I am the Energy Manager for a local authority managing 1,500 gas, electric and water accounts.

In response to your policy consultation, I would make the following comments:-

My main concern is not getting the cheapest price but the inability of utility companies to provide a billing system that allows invoices to be checked and paid quickly and efficiently

A lot of administration time is required to resolve the problems of the poor business service that is provided by many suppliers.

Constant Rebilling – the providers constantly rebill often going back years.

Data Protection issues – A supplier will phone and say I am calling about your account, my reply is can you give me an account number I have 1,500. They reply we can't give you that information it's against data protection.

Tradacom EDI files – The inability of suppliers to join to link the department that sends out the Tradacom EDI files with the department that manages the invoices.

Unreasonable objections to transfer a supply

Staff that don't understand that they are dealing with a local authority not a domestic customer.

Unrealistic payment deadlines – Many out of contract supplies have a payment period of 14 or 21 days from the date of the invoice. This is impossible for a local authority to pay within this time. They very quickly send out legal letters and duplicate bills.

Long waits to speak to contact a supplier.

The way invoices are produced makes it very complicated and time consuming to check them. For example, credit invoices do not contain any reference to the site name. If we don't recognise the account number, we can't identify the invoice.

I would be very happy to be contacted to provide further information

Regards
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