

Internal Only

Dear Sir/Madam

My name is [REDACTED] and I am CFO of [REDACTED], a UK business with [REDACTED] venues across the country, 1200 employees and energy bills of >£1m per year.

We welcome the opportunity to contribute to the consultation into energy regulation for businesses as this has been a source of frustration for us as a business.

There are two main areas I would ask for improvement:

1. Separately showing broker costs in all cases. I saw this was in the proposals and would strongly support it as I feel we have been duped into contracts that were not in our best interests in the past.
2. Better protection to assist with complaints against energy companies. We found ourselves in a position during Covid that our energy company who we were in contract with demanded a huge deposit payment out of the blue due to the generic risk of the hospitality industry – this being despite the fact we already paid our bills in advance every month so there was no financial risk to them, and that we as a company were not in any financial distress. When we refused to pay, they tried to sue us and we ended up settling out of court via lawyers in order to stop our costs rising. It's scandalous that they were able to take those actions in a regulated industry, larger companies cannot be left at the mercy of unscrupulous energy companies.

Your faithfully

[REDACTED]

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