

Response ID ANON-NWYC-1QBG-C

Submitted to Standing charges: domestic retail options
Submitted on 2024-08-30 12:24:46

Case for change

1 Do you have any views on our case for change?

Please use this text box to tell us about any views you have on our case for change.:

The cost of the standing charge is too high for most customers, this results in the customers having high bills which they cannot afford to pay, which results in them having to chose either to eat or heat. Energy companies are making massive profits.

Considerations for moving operating costs from standing charges to unit rates

2 What are your views on the range (£20 to £100) of operating costs we are considering shifting from standing charges to unit rates? Should it be higher? Within this range, is there a value you would favour and why?

Please use this text box to tell us your views.:

I still feel in my opinion for households with a limited income or struggling to make ends meet will struggle if they have high usage due to their condition, as some customers due to their medical condition use more gas and electricity to help their condition.

3 What are your views on the trade-offs and impacts we have identified for consumers and suppliers? Should any of these take more or less significance in our assessment, and are there any important impacts we have not considered?

Please use this text box to tell us your views on the trade-offs and impacts we have identified for consumers and suppliers:

I don't know enough about trade-offs to give my opinion.

4 What are the changes required, if any, to the price cap to facilitate a reduction in the level of the operating costs charged through the standing charge?

Please use this text box to tell us what changes are required, if any.:

In my opinion energy companies should only be able to charge a nominal amount for the standing charge. Years ago it used to just be pennies, and over time this has increased.

Increasing consumer choice through tariff diversification

5 Could mandating suppliers to have at least one low or no standing charge tariff available to customers help promote competition in this area of the market?

Yes

Please use this text box to give us more details about your answer.:

In my opinion this would help some customers. It depends on how much they would charge then for the usage per unit for the gas and electricity usage.

6 How could we create flexibility in how costs are recovered between the unit rate and standing charge without reducing the protection provided by the cap?

Please use this text box to suggest ways we could create flexibility in cost recovery without reducing protection provided by the cap.:

In my opinion ensuring that companies are not making massive profits and charge high costs to customers.

7 In exploring alternative approaches to price cap compliance, what, if any, safeguards would be needed to protect vulnerable consumers?

Please use this text box to give us your views on the safeguards needed to protect vulnerable customers.:

In my opinion ensuring that customers are not having to choose to eat or heat, which has happened in previous years. Especially now government has cut the support for pensioners for fuel support this winter unless they are on pension credit. As some customers will be just over the threshold and struggle with the cost of heating their home this winter.

8 What are the key considerations we should take into account in developing options for smoothing spend for prepayment meter customers?

Please use this text box to suggest key considerations we should take into account in developing options for smoothing spend for prepayment meter customers.:

In my opinion customers on prepayment meter should also have competitive rates, as these customers are paying for their fuel as they receive it.

Network and policy cost allocation

9 Do you have any views on our considerations for the allocation of network and policy costs?

Please use this text box to give us your views.:

In my opinion it needs to be a fair system for all.

Tell us any other views about this options paper

10 If you have any other views related to the topics in this options paper, please tell us about them.

Please use this text box to tell us about any other views that have not been covered.:

N/A

Conclusion and next steps

About you

11 What is your name?

Name:
Angela Newall

12 What is your email address?

Email:
angela.newall@greatplaces.org.uk

13 Are you responding as an individual or an organisation?

Organisation

14 If you're responding on behalf of an organisation, please tell us the name of the organisation.

Organisation:
Great Places Housing Group

15 If responding on behalf of an organisation, please tell us what type of organisation you represent. If you are responding as an individual you can leave this blank.

Other (please specify)

If you answered 'other', please use this text box to tell us which organisation you represent. :

Housing Association, but also I myself use energy in my home.

16 Tell us which sector you work in.

Other (please specify)

If you answered 'other', please use this text box to tell us which sector you work in. :

Housing Association.

17 Do any of your responses contain confidential information?

No

If any of your responses contain confidential information, please use this text box to clearly explain which parts of your response you wish to be kept confidential. We will publish your name as part of the response unless you tell us not to. :

Feedback

18 How easy was the information to understand?

Easy

Please use this text box to tell about any other comments you may have.:

19 How easy was it using this platform (Citizen Space)?

Very easy

Please use this text box to tell about any other comments you may have.: