

To the Ofgem team

I'm writing as a resident connected to a heat network in Barking Riverside as I understand there is consultation about the framework .

I would like to share feedback as part of your consultation on fair pricing protections.

At the moment we pay a daily standing charge of £1.50 for heating and hot water. This charge applies even when no energy is being used, including periods when we are away. Because it is a prepayment system, we can return to our flats and find there is no heating at all, simply because the daily charge has built up while the property was empty. We are also not allowed to set up a payment plan, so if credit runs out we have no way to spread the cost or avoid losing access. There is no flexibility, and no support when it comes to managing payments, which puts residents in a difficult position.

There is also no transparency around what this daily charge actually covers. It increases significantly each year, but we are not given a clear explanation of what exactly we are paying for or why the amount keeps rising. We believe there should be a cap or stricter limits on how much this charge can increase annually.

Another issue is that even though we have signed contracts with L&Q Energy, there have been cases where residents are not properly identified in the system, making it difficult to access support or basic account information. We believe clearer standards are needed to make sure customer records are properly maintained and support is accessible for anyone paying for the service.

Thank you for taking this into account.

Kind regards