

Neil

I have read the report and I have a few observations:

1. Information on pricing is very confusing and often misleading; it would be very difficult for many people to work out which is the best deal for them. This is especially true for vulnerable groups. I did some tests on comparison sites and some small variations made quite a difference to the advice given. I also checked with my supplier and the information on the internet concerning prices charged appeared different to what is on my bill and different again to what I was told verbally on the helpline (I suspect that all are basically correct, it is just that they were all described in a different way and neither the internet nor the bill had all the factors needed to calculate the true cost)
2. I know your report says there is no cartel, which I am sure is correct, but as with a number of services/companies, if one company increases prices, the others don't take too long to follow suit. This seems to be the case for all type of supply, even if the consumer supply is delivered by a method where wholesale costs haven't risen.
3. Your report also says that a lag between wholesale and retail prices, appears similar whether this is an increase or decrease. This isn't the perception of the consumer, and in the current difficult situation, will Ofgem be working with the energy companies to quickly pass on the wholesale price reductions to the consumer? This could save lives.
4. Again as with most companies, the best deals are for new customers; existing customer are very poorly treated. This isn't just an issue with energy.

Regards

Mabel Hahner