



Neil Barnes
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Dear Neil,

ENERGY SUPPLY PROBE – proposed retail market remedies

Make It Cheaper (<http://www.makeitcheaper.com>) represents a number of leading brands operating in the SME marketplace for gas & electricity price comparison. We receive in the region of 100,000 enquiries annually from SMEs, placing 35,000 contracts with suppliers on their behalf – mainly at the micro-business end of the market. As such we have read the *Final Proposals* and, further to our response to the recent amendment of the Probe's remedies, fear they neither go far enough nor will eliminate confusion in the market because they:

- A. Fail to properly address 'rollover' contracts
- B. Waste a rare and perfect opportunity to standardise all the suppliers' T&Cs
- C. Do not apply retrospectively so will only relate to business contracts fixed from 2010

Instead, we would like to see the following come into force:

1. Standardisation of Terms & Conditions across all suppliers for every business energy contract. To avoid confusion, these common T&Cs should apply retrospectively to all current contracts as well as those entered into in future.
2. Notification on each bill of how long a contract has left to run and a clear reminder of the termination process.
3. Renewal offer letters to be sent by Recorded Delivery - always at 90 days before the contract ends.
4. The termination window for every contract to remain open until 30 days before the contract ends.

Yours sincerely

Jonathan Elliott, Managing Director

Helping businesses cut costs