

The Retail Market Review Findings and initial proposals

Ofgem consultation 2011

Response of The Trading Standards Institute

June 2011

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The Trading Standards Institute welcomes this opportunity to respond to the Ofgem Retail Market Review – Findings and Initial proposals.

The Trading Standards Institute is the UK national professional body for trading standards professionals working in both the private and public sectors.

Founded in 1881, TSI has a long and proud history of ensuring that the views of our over 3,000 Members are represented at the highest level of government, both nationally and internationally.

TSI provides accredited courses on regulations and enforcement which deliver consistent curriculum, content, knowledge outcomes and evaluation procedures, with the flexibility to meet local authority, business and operational needs.

In compiling this response, TSI has canvassed all our members by electronic means. The response itself has been composed by our Joint Lead Officer Without Portfolio, Adrian Simpson. If you require clarification on any of the points raised in the response, please do not hesitate to contact Adrian at email lowp@tsi.org.uk by telephone on 0845 608 9567.

TSI does not regard this response to be confidential and is happy for it to be published.

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Trading Standards Institute response – June 2011

The Trading Standards Institute acknowledges that this is clearly a competition issue based report, but would nevertheless like to make the following comments.

TSI agrees with the issue of clarifying consumer price tariffs in order for them to make an informed choice. When Trading Standards Services deal with energy complaints consumers often complain that they do not understand their tariff and many consumers do not like to change as they have no idea as to whether they will be better off.

TSI would particularly like to draw attention to the issue of misleading doorstep energy sales which cause issues for consumers and could breach both the Consumer Protection from Unfair Trading Regulations 2008 and the Cancellation of Contracts made in a Consumer's Home or Place of Work etc. Regulations 2008.

Surrey Trading Standards recently successfully prosecuted Scottish and Southern Electricity for mis-selling - a problem which is still continuing.

Because of the level of consumer complaints and because the industry has been unable to resolve these issues, the Trading Standards Institute would like to see unsolicited doorstep selling of energy banned.
