

Retail Market Review Response

Dear Ofgem

I agree in principle with the recommendations of the report and hope that this will help with the current system.

However, I would also add that some tariffs are not available on all providers (specifically tariffs for those customers who are single fuel users). For example, we use an Economy 10 tariff with Southern Electric. We only use electricity for our heating and our energy as gas is not available in our area. This affects quite a large number of properties in our area.

The economy 10 tariff is the most economical we can find to suit our purposes – it is nigh on impossible to get the Economy 18 tariffs. However, only a few providers offer the economy 10 tariff – it is therefore very difficult to switch between providers on this tariff and we also lose out on the discount that others have through having dual fuel (even though technically we probably use around the same amount of energy but from only one source). There really isn't any competition for those of use that are single fuel users. We think that it would be helpful for providers to be forced to have economy 10 or equivalent tariffs – we would also argue that as a single fuel only consumer (because no alternative is available) we should be offered the same discounts that a dual fuel consumer has available).

Thank you for your support and I hope that you find these comments helpful.

Regards

[Redacted Signature]