

## Retail Market Review Response

An issue I'm amazed hasn't been more widely discussed is the amount of time it takes to switch energy companies.

Obviously, after making a switch you get the same electrons down the same wires, and the same gas down the same pipes. The switch is purely administrative. Yet it routinely takes 6-8 weeks for a transfer to be completed - how on earth can this be justified?

If the energy market is to foster successful competition, then switching must be easy. If switching is a hassle and takes months, then customers won't bother and the market ceases to become competitive, which is against the interests of the customer.

Ofgem could and should enforce standards of simplicity and speed for energy companies processing a customer transfer. I suggest that the form need only be one page of details and readings, and it need take only 7 days to complete the transfer.

Regards,

