

Retail Market Review Response

Re: the proposed review on energy market.

The system has to be changed to become clearer. I'm an educated person but I feel a complete novice when it comes to trying to work out what energy I use and how much it costs. I pay direct debit and couldn't even tell you how many units a year I use – so I feel unable to make a proper comparison and therefore don't change suppliers. When you have one cost up to so many units and then another cost after that and then two readings from your meter – it means absolutely nothing to me.

I think a supplier should have to provide you with a figure each year, saying "This year you have used X amount of units" – this would make it very easy then to compare prices.

What I did find out this last year is that it wasn't worth me being on Economy 7 (i.e. the night rate). I was told originally to go on to it because it was cheaper, but I realised (after several years!) that because we're a small household and don't use that much fuel, it actually cost me more to be on that rate because of the set charges. It was only by chance that I realised, queried it, and then they admitted I should go on a different rate.

I think the energy companies should have a duty to ensure you are on the cheapest rate for your needs.

Many thanks for reading my comments.

