

Retail Market Review Response

I would like to comment on the reluctance of large corporations, Scottish Power included, to allow customers to retain control of their own bank accounts. It is almost impossible to obtain agreement to pay by Standing Order; corporations usually insist on gaining access to one's account by means of a Direct Debit. If they do allow a Standing Order the cost of fuel is normally set at the same cost as it would be if the bill was to be paid retrospectively in arrears.

As it does not cost any more to administer an account that pays by Standing Order and as corporations still receive what is due to them on a regular basis and in advance I fail to see why they won't allow customers to use this facility at the same price as is set when a Direct Debit is used.

