

## **Louise van Rensburg**

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### **CHAPTER: One**

**Question 1:** Are there other key issues that we should be looking into in the non-domestic sector?

Establishing AQ's – If they are incorrect it is very difficult for a customer to have them amended and this can have a detrimental effect on the contracts and prices they are offered – this process needs to be simplified

Accredited TPIs should have access to ECOES and XOServ which can be withdrawn if they are using the information inappropriately

**Question 2:** What would stakeholders like to see on our website to help business customers and support a competitive supply market? Current deemed rates being charged by suppliers

### **CHAPTER: Two**

**Question 3:** Do stakeholders agree with our proposals to extend the scope of SLC 7A to include a wider small business definition, and do you agree with our proposed definition? Yes but again if a company's AQ is incorrect this may result in them being in the wrong banding

**Question 4:** Do stakeholders foresee significant costs or complications if we were to introduce our proposals? If so, please provide details and cost estimates. It will be necessary for suppliers and tpi's to gather additional information about number of employees and turnover from customers this will incur additional costs

**Question 5:** Do stakeholders agree with our estimates on the number of extra businesses covered by our proposed definition? Don't know

**Question 6:** Do stakeholders agree that we should review termination procedures and our current position that allows automatic rollovers? Definitely - often the customer has tried to terminate the contract but because of the rigorous procedures that suppliers demand they must follow to terminate the contract they fail to do so and then are penalised by a contract that is more expensive than they may have been able to obtain from another supplier

**Question 7:** Are there other clauses that stakeholders believe we should be reviewing, in light of our expanded definition proposal?

Further clarity to the customers on pass through charges – what they are and when they are reviewed and clarification that they are in addition to the other charges agreed in the contract

The requirement for an LOA – if a valid LOA is in place at the start of a contract there should be no need for a TPI to obtain another one during the contract

### **CHAPTER: Three**

**Question 8:** Do stakeholders agree with the conclusions we have drawn? Yes

**Question 9:** Do stakeholders agree that we do not need to make changes to SLC 14 governing objections to supply transfer for non-domestic suppliers? Yes

**Question 10:** Do stakeholders believe that we should publish our data relating to supplier objections on a regular basis? Yes

**Question 11:** Are there other issues with the objections procedure, other than the obligations of the licence condition, which stakeholders consider need to be addressed? Some suppliers have a limit on the number of times you can try to resolve an objection – this should not be allowed as often the objections cannot be resolved because the data supplied by the supplier is incorrect and the reason the objection fails to be resolved Accredited TPIs should be given access to ECOES and and XOServ to assist them in resolving objections

Suppliers should send acknowledgements of receipt of letters of termination and Letters of Authority

Information supplied to TPIs by Suppliers e.g. contract end dates should be put in writing by the supplier so that objections cannot be raised because the new contract was applied for on the wrong date ( due to the supplier having given out the incorrect information originally)

Suppliers who object incorrectly or because of incorrect information they supplied should be required to repay the customer any additional charges incurred until the new contract can start

**Question 12:** Do suppliers who have voluntarily sent data have views on whether the data we currently ask for on a monthly basis needs to change and why? *N/A*

#### **CHAPTER: Four**

**Question 13:** Do stakeholders agree that the introduction of a new supply licence condition focussed on sales activities is a suitable method to prevent harmful sales and marketing activities in the non-domestic sector? *Yes*

**Question 14:** Do stakeholders agree that this licence condition is necessary if Ofgem decides not to proceed with its Standards of Conduct proposals? *Yes*

**Question 15:** Do stakeholders consider the introduction of an accreditation scheme for TPI Codes of Practice will reduce harmful TPI activities across the whole market? *It will help but there needs to be a lot of customer education so customers know only to deal with TPIs who have signed up to an accredited COP. How will you police TPIs who use the logos even though they are not accredited? The COPs will only work if they are enforced and enforceable.*

**Question 16:** What do stakeholders consider to be key criteria for an accreditation scheme for TPI Codes of Practice?

*Simple*

*Enforceable*

*Complaints Procedure*

*Meaningful*

**Question 17:** Do stakeholders believe it is necessary for TPIs to disclose their actual fee, or would making clear the fact that the customer is paying a fee for their services be sufficient?

*Transparency of Fees is important as otherwise how will you stop the TPIs that currently charge the customer a fee and also claim a commission from the supplier without the customer knowing?*

*Defined service offerings – what the TPI will do for the customer before during and after contract negotiation and whether these services are included or if an additional fee is payable.*

*This will stop misleading Claims – e.g. “Our service is free”*

#### **CHAPTER: Five**

**Question 18:** Do you feel the revised SOCs will help to achieve our objectives? *Yes*

**Question 19:** Do you agree that the SOCs should be in a licence condition and enforceable? *Yes*

**Question 20:** Do you agree the revised SOCs should apply to all interactions between suppliers and consumers? *Yes*

**Question 21:** Do you have information regarding potential costs this may impose on suppliers? *No*

**Question 22:** Do you think these proposals should apply to the whole non-domestic market, or only a sub-set of it, eg small businesses? *Whole*

**Question 23:** Given your answers to the questions above, do we still need the licence changes proposed elsewhere in this document? *Yes*

Regards

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