

Louise

I recently attended a meeting with the UIA with regards to this proposal and as an organisation there are a few items we would like to give you our view on.

Firstly the main issue is the governance of the TPI. We believe as a company that having this in the hands of energy suppliers would be detrimental to the industry and this should be managed and overseen by either TPI brokers or organisations like the UIA to provide a solution that is beneficial to the end client and not the main energy companies. If energy suppliers are responsible for any code it will be weighted in their favour and would mean the client wouldn't get the best results from using honest and independent TPI's who offer them clear and impartial advice.

Secondly as part of the RMR you have various items related to energy procurement but nothing to regulate the other services brokerage companies offer. As an organisation we offer a full service including bill validation, VAT/CCL reclamation and various other things. We as a company are insistent on working in an honest and open way to assist our clients in getting the best overall deal for them on all their energy services. As a result one of our key items within RMR would be some way of regulating the industry to benefit brokers who work hard to assist their clients honestly and to stamp out 'cloak and dagger' tactics.

Thirdly within the RMR the issue of contract 'roll over' and termination was brought up. This is something that is unfair on clients and regularly we have companies come to us who have had their bills more than double because of this. This is unfair and doesn't reflect the market correctly for them. I have even seen this contribute to the liquidation of some companies. What we propose is that contract termination notice be abolished so that clients cannot be stung by this and can have the freedom to choose their supplier near the end of their contract without worrying about expensive roll overs. I understand energy suppliers charging a higher fee for 'out of contract' rates but suggest that they be just that and that legislation should stop suppliers from charging these higher rates on a rolling annual or 2 year period so that the end users can have the benefit of moving off them as and when they are ready to. Our suggestion would be to legislate that once a valid energy contract comes to an end clients would go on a standard 28 day rolling agreement until they get round to renewing. This would be much fairer than the system of year long roll over that is heavily weighted against the end user and in favour of the energy companies profit figures.

Also one of the key aspects that we feel needs to be included is the procedure for objections to supply transfer. We find more often than not suppliers are objecting to transfer with no just cause and are in effect simply delaying this proposal. What we suggest is that the system be simply that (subject to no valid debt on an account) when a client chooses to move to a new supplier there should be no reason why they can't. With regards to this we have also found various instances where some of the suppliers sales departments have used the objection process as a way of stopping the client moving supplier to buy time to renegotiate themselves even when the client has signed a valid contract for their energy moving forward. This is simply dishonest and should be stamped out. We suggest you make it standard that once a client has agreed a contract with a new supplier their incumbent supplier only be allowed to stop the switch over if there is considerable debt.

So to conclude I would be grateful if you could look into these points when reviewing the finalisation of the RMR and legislating on future standards for the industry. In short we

believe brokers who are honest, open and want the best for their clients will support legislation as long as it is not something that will choke them offering an open and independent, quality service to their clients. We also feel that legislation should not be in the hands of the energy companies as this would be to the detriment of the end clients and TPIs who work hard to help their clients. Finally we feel termination notice should be abolished along with expensive fixed term 'roll over' contracts and that objections should be minimised within the industry.

I trust you will take our comments on board as part of your review and look forward to moving forward in an industry that has their clients best interests at heart and can provide honest and independent advice to them.

Kind Regards

Jamie Daniels
Key Accounts Manager

Tel: +44 (0)1740 665024
Fax: +44 (0)207 6574062
Mob: +44 (0)781 7532509
Email: jamie.daniels@solisconsulting.co.uk
Web: www.solisconsulting.co.uk

Solisconsulting
Leading International Energy Consultants

The Solis Consulting Group Wellington House, Westminster Business Centre, Wynyard Park, Wynyard, TS22 5TB. Tel: +44 (0) 1740 665 022, Web: