

From: [REDACTED]
Sent: 21 December 2012 16:11
To: Consumer Affairs
Subject: RE: Time Taken To Transfer Domestic Accounts

Thank you for your e-mail below. Yes, please pass on my e-mail below as a response / comment.

Regards

[REDACTED]

From: [REDACTED] **On Behalf Of** Consumer Affairs
Sent: 21 December 2012 16:07
To: [REDACTED]
Subject: RE: Time Taken To Transfer Domestic Accounts

Dear [REDACTED]

Thank you for your email.

Ofgem has made proposals to improve the situation for customers on fixed term deals who run the risk of incurring a termination fee if they attempt to switch too far in advance of the contract end date. We recognise that this prevents consumers who want to engage in the market and make arrangements to switch to a better deal at the end of their contract from doing so. Therefore, we have made proposals to address this issue in our Retail Market Review (RMR), which is designed to make the energy market simpler, clearer, and fairer. Customers will have a 42 day switching window prior to the end of their existing fixed term contract in which to decide to switch and not incur a termination fee, and will not be subject to the existing supplier's higher price following the end of the contract if the transfer has yet to be completed.

I have copied the link to the RMR proposals document should you wish to read more (chapter nine is relevant):
<http://www.ofgem.gov.uk/MARKETS/RETMKTS/RMR/Documents1/The%20Retail%20Market%20Review%20-%20Updated%20domestic%20proposals.pdf>

Whilst the consultation closes today, your experience and comments would be a helpful contribution should you wish to respond or, if you prefer, I can pass your email below on as a response.

Yours sincerely,

[REDACTED]

Consumer Affairs

From: [REDACTED]
Sent: 20 December 2012 17:33
To: Consumer Affairs
Subject: Time Taken To Transfer Domestic Accounts

Just before the end of a deal I had with Scottish Power they wrote and told me that I would automatically go onto their standard tariff unless I chose another deal.

Thinking I was smart, I went on a price comparison website, found a deal from Eon that was better than anything than Scottish Power had to offer, and signed up.

It took about a month, however, for Scottish Power and Eon to transfer me from one to the other – during which time, of course, I was charged at a standard tariff.

I suspect that there may be large amounts of money being made by the power companies, by taking about a month to move customer accounts from one company to another, while those customers are charged at a standard tariff.

Do you have any plans to do anything about this? If not, why not? If so, when do those plans come into operation?

Regards

