

Mr MacFaul

Yesterday your colleague [REDACTED] sent us the details of the OFGEM RMRR and asked us to comment. So, answering question (?) 6 on P139 we submit the following experiences we have encountered over the past couple of months. (We could wade through the whole contents of the documents supplied by OFGEM and submit other views and submissions but that is what the 'experts' are vastly remunerated for, and probably their combined creative complex techniques add a substantial percentage to the overall cost to domestic consumers.) Previous to being an EDF E10 customers (of 12months) we were supplied by Eon (16months) - the switchover taking over 12months with Eon being very unhelpful and awkward and EDF being unable and unwilling to assist initially until finally EDF's new systems were upgraded and implemented - what a task to deal with and move these monster organisations.

We are +90year old EDF E10 customers and were shocked to see EDF's Mr Lawrence in October on the television being interviewed about EDF's 10.8% price increases.

When we analysed, (we are trainee actuaries), EDF's published price increase for E10 rates we found to our horror that the 10.8% was infact calculated to 14.0825% and 14.0325%.

We called EDF to asked why the E10 rise was not 10.8%, rather 14.0825% and 14.0325% - the first two Customer Services Representatives both stated and insisted that the rise was only 10.8%, and that we had wrong figures. Only after telling these CSRs to check the EDF published rates did they agree, and then consult with supervisors and answered with ' the 10.8% is an average price increase '.

(As Mr [REDACTED] had announced the increases we also tried to phone his office for an explanation - mission impossible, so we sent a direct email instead. We await developments of our approach.)

We next spoke with the EDF supervisor after she had checked the figures. The simple question from us was - ' Why are we paying more than 10.8% ? ' - The answer again was 'averaging'. Again we asked ' but why are we to pay more than the average, actually an average of 14.0575% ? ' - The answer then changed to ' well, it is infact is only a 12.xx% increase if 'we' factor in the Standing Charge.

Next, we spoke to two managers, the first very clear and precise and off loaded to her manager, JD. ' Averaging ' was the theme of the response from JD - We then asked ' Ok, well if we are on E10 and to pay an increase of 14.0575% who is paying less than 10.8% ? ' - this stumped JD. JD the EDF manager was to find out from 'others' and inform us of what rate is infact less than 10.8% - this has not happened after over three weeks. Most interestingly, we were inform b yEDF manager JD that the averaging figure actually included the Fixed Rate Tarriffs increases of 0%. Hence, we deduced that if this is 0% FRT inclusion is correct, and EDF have not denied this statement, we as +90year old consumers are subsidising other customers of EDF.

This then leads on to EDF's Input to Retail Market Reform Report - this has more holes in it than our string vests, it does not reflect actual customer experience.

We have more we could describe, but attempting to highlight the our situation of being an individual consumer with our 'lowly problem' is shockingl, frustratingly impossible.

Regards

[REDACTED]