

From: [REDACTED]
Sent: 29 November 2012 17:29
To: [REDACTED]
Subject: The Retail Market Review updated domestic proposal ref: 135/12 published 20121026

Hi [REDACTED],

Reference the above proposal, where you sought feedback from its reviewers.

I am a consumer who annually reviews the energy supplies that I receive - as a result, I have changed energy supplier for each of the last 4 years, following the end of the contract period. Increasingly, over that period of time, energy suppliers are building in contract end date terms and conditions which must be abided by.

However, the transfer process from one supplier to another does not support this. For example:-

- I had a contract with EDF Energy which ran to 30 September 2012.
- On 17 August, I completed my application with Scottish Power (through experience, I know it takes about 6 weeks to transfer)
- On approx 5 September, I telephoned Scottish Power and said I wanted the transfer date to be 01 October
- On 21 September, I received an email telling me that my electricity would transfer my electricity on 25 September and my gas on 26 September
- On 21 September, I emailed Scottish Power to confirm my telephone conversation that I wanted the transfer date to be 01 October
- On 25 September, my electricity was transferred to Scottish Power
- On 26 September, my gas was transferred to Scottish Power
- On 01 October, I provided my gas and electricity meter readings.
- On 10 October, I received a final electricity bill from EDF
- On 16 October, I received a final bill from EDF (including gas & electricity)

Although I did not incur any penalty charges as a result of Scottish Power ignoring my explicit instructions (although I was moved onto a higher rate 6 & 7 days respectively), I could have incurred penalties, which is totally unacceptable.

Whilst your proposals simplify the number of tariffs, it does not specifically address the process problem which I have described.

This situation could be complete avoided if there was one additional mandatory question in ALL transfer applications for ALL energy providers:-

- Please specify the earliest date on which you wish your supply to be transferred to (the name of the new energy supplier)
 - There could be a default of AS SOON AS POSSIBLE (and within 42 calendar days)
 - There could be the facility to enter a specific date (or choose from a calendar widget)

I would like to propose that this simple amendment be incorporated into your proposals.

Yours sincerely,

[REDACTED]