

To Whom It May Concern:

1. Are the current rules for automatic rollovers effective at protecting micro business consumers?

No

2. Are micro business consumers sufficiently aware of automatic rollovers, and the consequences of opting out (i.e. moving onto out of contract or deemed rates)?

No

3. Are there any specific barriers that prevent micro businesses from engaging with their supplier when their contract is due for renewal?

Inadequate customer services, no unique account representative to deal with your account queries/questions and contract termination windows are unnecessarily complicated

4. Do stakeholders have any evidence of punitive rollover and/or out of contract/deemed rates?

Our own evidence is that we incurred an unexpected £11460 increase in our energy costs when our termination notice was not accepted; this effectively increased our electricity cost by 77%. We had instructed our broker to submit our notice, having signed a contract with another supplier (■■■■) for the beginning of December 2010. The broker submitted a termination notice, this was not acknowledged. Before the termination window expired we contacted the broker to ensure it had been submitted correctly and the broker confirmed that it had.

We were unaware of any problem until ■■■■ confirmed that ■■■■ were not allowing our move, because no termination notice had been submitted. It was at this time we discovered that the termination the broker has submitted has been 2 weeks too early. We were powerless to do anything and despite our appeals to customer services at ■■■■ they refused to make any changes being applied to the new rates we were being charged, and although our original contract with ■■■■ was only for 1 year we were forced into a punitive rollover of 2 years

We later discovered the terms of contract had been changed without any notification to us. As a final resort we made a complaint to the energy ombudsman, who after a long delay, recommended a payment to us by ■■■■ for poor customer service and a small reduction in our energy charges, which was implemented.

5. A number of responses to the RMR consultations suggest we explore banning automatic rollovers. Are there any other risks or unintended consequences of banning automatic rollovers not highlighted above?

We fully support the proposal that there be a ban of automatic rollovers, because even brokers appointed by SME's don't necessarily understand the terms of contract they are recommending to their clients.

We do not see there any other risks or unforeseen consequences of banning automatic rollovers. We will be participating in the following call for TPI's before the deadline in August 2013.

Kind regards,

