

## Non-domestic automatic rollovers – stakeholder event

From	Jonathon Lines	26 November 2013
People invited	Non-domestic suppliers and consumer representatives	
Date and time of Meeting	2 December 2013, 12-4pm	
Location	Ofgem, 9 Millbank, London, SW1P 3GE	

**1. Lunch** **12.00**

**2. Welcome and Introduction** **12.30**

**3. Summary of call for evidence and information request** **12.35**

3.1. Presentation by Ofgem<sup>1</sup>

**4. Proposal options** **13.15**

4.1. Renewal notifications

- Renewal letters to include comparison of new and current prices
- Renewal letters to include comparison of new and current annual bill value
- Renewal letters sent by recorded delivery
- Additional renewal reminder sent before notice period ends, if no customer response

4.2. Termination

- Standardise termination notice period to 30 days
- Termination notices must be acknowledged by the supplier
- No written termination notice required from the customer

4.3. Contractual changes

- Allowing customers to opt-in to an automatic rollover contract
- Allowing customers to exit a rolled over contract without termination fees
- Automatic rollovers not allowed in any circumstances

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<sup>1</sup> Data will be shown in an anonymised format.

**5. Group discussions 13.30**

5.1. Attendees will be split into three groups to discuss the potential benefits and costs of these options

**6. Break 14.00****7. Group presentations and discussion 14.15**

7.1. Each group will share views on the options with the other attendees

**8. Deemed/Out of Contract rates 15.00**

8.1. Presentation by Ofgem

8.2. Group discussion

**9. Concluding Remarks/AOB 15.50**