

Morning Heather

Good to speak yesterday. As promised, please find our responses to the questions posed;

Q1: As stated I believe the non-domestic market to be educated in TPI involvement and the fact they can switch supplier with or without a TPI. It is a complex market and the wrong decision can cost a consumer £,000's. The market to a degree is self-regulating as TPI's need to provide good value to an end consumer or lose a contract to a competitor.

Q2: Yes

Q3: I would need to do some "digging" to provide evidence however we have heard (and experienced first-hand) a company pretending to be from the "National Distribution Company" and as we have had a new connection our tariff will be on default so we need to go on a contract. We have also had experience of another broker (I have the name if required) saying they can beat LASER by 40% - which is high on impossible and also providing a "free" energy audit if the client signed up. To date they have not received this.

Q4: I think the recently set up "bodies" are light and I personally do not agree with the "toothless tiger" approach by the current organisations. They charge an exorbitant amount of money for membership and are draconian in their approach to customer service and how to treat TPI's. I agree something needs to be done, but not by third parties profiteering from membership. I am not so sure the general public are aware they are covered by Unfair trading regulations. I do believe however that domestic and non-domestic regulations should be mixed together. The two markets are VERY different in terms of selling and arranging contracts.

Q5: Cannot really comment as not our core market, however my own belief is that Suppliers are fined for inappropriate behaviour.

Q6: None

Q7: No

Q8: I believe these will enhance the smaller end of the market and not I&C where issues, in our opinion, are pretty much non-existent

Q9: I believe we should limit the options stated and not add anymore

Q10: The implications of change is reasonably explored but the premise that non-domestic consumers can all be treated the same is limiting. Micro-Businesses are very different to the I&C markets. A code of Practice needs to understand the full range of ways and dangers for all sectors. Is this possible without over complication? Personally I think something needs to happen and by definition Option 2 – CoP – Light approach to sanction would seem to fit the bill or in fact option 3. However the dangers of reducing the TPI the market are significant with more regulation when in fact the vast majority of TPI's are doing an excellent job; high cost of regulation may also force some smaller TPI's out of business when they are providing a role at excellent value for money. It is difficult to comment without proof of where the issues lie; domestic switching, Micro Business or I&C? I do believe however that Supplier SLC interaction with TPI's would be difficult to administer as the power of freedom would revert back to the supplier and they may become more dictatorial in their approach using TPI's. Having Ofgem as an "independent body" with a CoP charter mark that can be provided to TPI's once they have "proved their worth" would be an excellent starting point.

All the best, Kevan

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