

OFGEM Proposals for non-domestic automatic rollovers and contract renewals

No	Reference	Page	Comment
1	Micro-businesses	2	Is the document aimed at purely MB's or small businesses as well?
2		2	If purely aimed at MB's how should small businesses be treated i.e., the same or differently?
3	Clause 2.5	11	E&CM believe this is important and would support this change.
4	Clause 2.7	11	E&CM believe this is important and would support this change.
3	Clause 2.13	12	E&CM believe this is important and would support this change.
4	Clause 2.18	13	E&CM believe this is important and would support this change; are OFGEM convinced that suppliers will issue letters and be able to demonstrate compliance?
5	Clause 4.16	23	E&CM believe this is important and would support this change; should suppliers though outline why the new price(s) are what they are for transparency and clarification purposes?
6	General point		What happens if a customer believes a TPI is dealing with all matters on behalf of a client, receives the termination letter but the TPI is completely unaware anything has arrived Should suppliers copy in the TPI at the same time if they have on file an authorisation letter?