

Hi Meghna

Thank you for your invitation to express our views on auto-rollovers.

1. A number of big 6 suppliers have already stopped their auto-rollovers; OFGEM is now in a position to measure whether this has increased in customers going out-of-contract or has overall improved the situation for customers. (I would think the latter is the case). Based on that survey, OFGEM can decide whether or not to ban auto-renewals.
2. There should be an upper limit on both auto-renewal and deemed contract prices. Neither should allow suppliers to exploit the customer at will.
3. I don't see why shorten the termination notice period to 30 days should reduce competition.
4. Termination notices should be accepted not only from customers and aggregators, but also from any TPI as long as it comes with a valid LOA.
5. Customers in debt should either be offered a contract or allowed to change supplier – holding on to a customer on a deemed rate should be illegal.
6. I support the new requirements for renewal notices to display the annual consumption; but they should also display the full MPAN or MPR, which make it easier to shop around.

I hope you find these comments useful.

Many Thanks

Best Regards

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