

Dear Sirs,

It is in our opinion that should consumers be required to provide no more than 30 days' notice should they wish to leave at the end of a gas contract they run the risk of being placed on to the out of contract rates whilst they are transferring to another supplier. This is if the consumer were to delay the agreement of a contract until 30 days prior to their current contract end date. Generally other suppliers are able to take on a gas supply within 30 days, however in our experience there are cases where the supplier takes more than 30 days due to processing times involved. Should the new regulations requiring suppliers to transfer supplies in a shorter timescale come in to effect prior to these regulations then we believe this risk will no longer be existent.

It is also of our opinion that should a renewal letter include information regarding the consumer's estimated annual consumption and their current prices there is a risk that the customer will be confused by the increase in the amount of data being shown. We believe it is in the consumer's best interests that renewal letters should be as simple as possible to prevent confusion and require suppliers to show the information currently required to be shown.

We would see no issue in requiring suppliers to acknowledge receipt of a termination notice within five working days as we currently respond to such requests within one working day in the vast majority of cases. In fact we would welcome such regulation for suppliers to adhere to.

Kind regards,

Rishi Raichura

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