

Survey Monkey: Red Gorilla UK Ltd response

Do you agree that our theories of harm represent the most significant and impactful areas of consumer detriment?

No, they represent a significant impact but not the most.

Are there any other key areas of consumer harm that should form the focus of our review?

The contracts that are penned by the providers are onerous . They make provision for price increases mid term that are not disclosed to the end user and have clauses that allow them to change any of the terms and conditions without consultation.

Do you think awareness raising materials/initiatives would be of significant benefit to microbusinesses? What key information should any new materials focus on and how would they best be delivered to microbusinesses?

No

Our evaluation of the CMA's price transparency remedy (published alongside this document) has identified a number of issues at this stage of the customer journey. What do you see as the most impactful issues microbusinesses face when attempting to effectively browse the market in search of an improved deal/service offering? Please provide quantitative and/or qualitative evidence demonstrating why you believe these issues to be most impactful.

There is no price transparency right now because of the nature of the kwh charge and it's make up. The suppliers are using the non commodity charge element of the kwh charge to increase the prices. They fix the commodity charge element and do not make it clear that the non commodity charge is not fixed and actually the fastest rising part of the supply charges

What do you see as the key issues microbusinesses face when they come to enter into a new contract for their energy supply? Please provide quantitative and/or qualitative evidence demonstrating the extent and impact of the consumer harm caused by these issues in the form of both financial and non-financial detriment.

The onerous contracts that they are being asked to sign. The duplicity of the suppliers offering contracts that once signed by the end user trap them to unfair terms

Do you have evidence demonstrating the extent and impact of malpractice by brokers dealing with microbusinesses? We are seeking both qualitative and quantitative evidence demonstrating consumer harm in the form of both financial and non-financial detriment.

We are a broker, and we are not the people who are tricking the end user. We are the ones trying to hold the end users hand through this contractual minefield.

Can you provide evidence demonstrating the extent and impact of any consumer detriment caused by providers approaches to dialogue with consumers about debt management issues? We are seeking both qualitative and quantitative evidence demonstrating consumer harm in the form of both financial and non-financial detriment.

A vast amount of our day is spent unraveling billing disasters for our customers with the suppliers. It is ridiculous how they try to confuse the end user and do not stick to agreements that they make

Are you aware of microbusinesses facing significant and impactful issues when they come to exit a contract with their provider?

Many of the suppliers hold the end user to ransom in order to retain them as a customer. In many instances objecting spuriously to them leaving, trapping them into a period of out of contract rates. Only to sign them into a new contract with the offer of not charging these extra costs. BLACKMAIL

Please provide evidence of the extent and impact of consumer detriment caused by the issues you have commented on in response to the above question. We are seeking both qualitative and quantitative evidence demonstrating consumer harm in the form of both financial and non-financial detriment.

I would happily talk you through every scam, confidence trick and contractual misdeed perpetrated by the suppliers at the moment.