

Internal Only

Emailed 13/02/2018

Dear sir / madam,

as a frontline worker who advises domestic customers on energy efficiency and tariff switching, I am at a loss to understand why Ofgem consider that PAYG capping is the answer.

Simply instruct all providers to open up the competitive market of Tariffs currently available to Credit meter customers to include PAYG as well.

One simple act that provides fairness and parity.

Discounts for online accounts and Direct debits can still apply to credit meter customers.

The majority of PAYG customers are using this system to assist with budgeting their low incomes, they should not be penalised with higher unit costs and standing charges.

Kind regards

Peter Dickinson
Fincap Training Solutions

07977 545133

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