

Representation received by Email

0472 - Restricting the number of registration attempts by a supplier

Date: 21 November 2013

Organisation:

Major Energy Users Council

Abstract:

Not in Support:

- The system should not be used to "police" the existence of a contract or its validity
- If a consumer contracts with a new supplier before his existing contract has expired this is a matter for the courts and not for the system.
- If a consumer believes that the existing supplier has failed to provide the service required and decides therefore to award the contract to an alternative supplier, the incumbent should not have the right to prevent this.
- Although this does not fit with the objections part of the transfer process this has always been a major issue for consumers

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