

[REDACTED]

From: [REDACTED]
Sent: Thursday, 15 June 2017 10:47 AM
To: Retail Electricity Inquiry
Subject: TRIM: Retail Electricity Submission - Issue: NMI Errors

HP TRIM Record Number: D17/82820

To whom it may concern,

I received an email inviting our business to make a submission to this inquiry. However I am making a submission in regards to my personal household electricity account, not our business account. I hope this is acceptable. I feel the issue is still relevant to your inquiry, in particular your point regarding " any misleading or deceptive conduct or other unfair trading practices that occur in the retail electricity markets."

Three times in the last decade, I have had my electricity account swapped between providers with NO consultation / communication with me whatsoever. No telephone call, letter, email or door to door communication. My address is [REDACTED]

[REDACTED] Within the same town, there is an address [REDACTED]
[REDACTED] The two addresses have completely different NMI numbers.

Each time the residents at [REDACTED] have tried to swap electricity providers, the new supplier has picked up my LMI number and simply taken it across to them.

The first time this occurred, neither my electricity company at the time [REDACTED] or the other provider would admit fault and rectify the situation. It ended up with the Ombudsman, who sorted it after a period of months.

The second and third time, my provider [REDACTED] and the other provider, have sorted it out between them eventually, but not without months of stress / phone calls / emails and signatures on my part. Again, neither company wished to take responsibility for the error and fix the situation.

I am nonplussed as to how this is allowed to occur. Are there no checks and balances with the transfer of electricity accounts between providers? Surely the name attached to the NMI meter comes up on somebody's computer screen? I firmly believe that my signature should be required before my account is able to be transferred between companies. I cannot think of another situation where a company can enter you into a form of contract without some sort of consent, be that verbal or written.

If this situation is something you believe should be investigated as part of your inquiry, I can provide further details relating to these matters, including dates, company names and so forth. The Ombudsman should also have a record of my case.

Thank you for your time,

Faith McCallum
[REDACTED]

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