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USWITCHFORBUSINESS WELCOMES OFGEM'S PROPOSALS TO PROTECT BUSINESSES

Ofgem's proposals announced today to reform the energy market to help businesses and to give them greater protection are warmly welcomed by uSwitchforbusiness.com, the independent business energy broker.

James Constant, Director of uSwitchforbusiness.com, says: "For many years Britain's businesses have been getting a raw deal in the energy market. All attention has been on what's been happening to consumers, but this announcement today shows that Ofgem is rolling its sleeves up and getting ready to get stuck into the business energy market too. This is very welcome as all businesses deserve the same transparency and help as consumers in a market that is particularly difficult and filled with barriers to switching.

"The fact is that businesses can save money by switching, but it's made to look so complicated and tied up in red tape that many don't feel equipped to do so. As a result they end up on uncompetitive and anti-competitive rollover or evergreen contracts. In this case, 'caveat emptor' is unacceptable and we would urge Ofgem to take this opportunity to ensure that all businesses of all shapes and sizes now get the simplicity, the transparency and the protection that they deserve. This should be the same whether you are a corner shop or a nationwide chain – the principles of fairness should remain the same.

"As well as a level playing field for every size of business there also has to be one for third party intermediaries and suppliers. We strongly recommend self-regulation with the support of suppliers and Ofgem, but the same set of ethics that TPIs adhere to should also be adopted by suppliers in their marketing activity. If we are to build confidence in the market, businesses need to be sure that they will be treated fairly whoever they deal with in the market, whether they use a broker or go direct, the same rules of engagement should apply.

“In the interests of transparency we would also like to see Ofgem place the onus on suppliers to justify any attempt to block or object to a switch. Businesses that have the potential to save significant sums of money from trying to switch should not be blocked without a very good reason. They must have the right to raise concerns over an objection to the regulator and be sure of a thorough investigation if they feel they have been blocked unnecessarily or unfairly.

“Ofgem’s announcement today is the start of a much-needed overhaul, but it’s a very promising step in the right direction.”

For more information visit www.uswitchforbusiness.com or call 0800 051 5343

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For more information please contact:

Jo Ganly, uSwitch.com on 0207 802 2915 or joganly@uswitch.com

About us

uSwitchforBusiness.com is a free, independent energy brokerage service focused on helping business customers get the best gas and electricity contracts. It also provides a range of additional products and services, including insurance and communications, which are tailored specifically for customers who own, run or hold responsibility for procurement in a business.

uSwitchforBusiness.com is the sister site of uSwitch.com, the free, impartial, online and telephone-based comparison and switching service which has been helping consumers to save money for over 10 years. uSwitchforBusiness.com was launched in November 2008 in response to requests from business customers wishing to benefit from the same impartial and independent support when buying energy.

uSwitchforBusiness.com offers a dedicated contact-centre manned by a team of business energy specialists, as well as a freepost ‘Send us your bill’ service, whereby businesses can post their latest energy bills with their telephone number to FREEPOST USWITCHFORBUSINESS, to get a free call back from a dedicated business specialist. Customers can also call 0800 051 5343 or email brokerteam@uswitchforbusiness.com.

uSwitchforBusiness.com is owned by Forward Internet Group Limited, a privately funded collection of internet-based businesses focused on consumer engagement and innovation. It is based in offices at: Centro 3, 19 Mandela Street, London, NW1 0DU.