

Anonymous Respondent 2

I saw online that you were starting investigations into this area of energy supply.

I live on the [Development Name] as a shared owner through [Housing association].

I have never had such appalling service from a company. I've lived here 2 years and have never received a bill. I've been told that the standing charge is 94p per day. This is outrageous compared to British gas or other companies. XXXXX have never serviced my boiler/heat distribution box. When I contact them they don't get back to me. On at least 3 occasions I found out that my payments did not credit my energy account even though they were taken from my bank. I am so upset and helpless and really appreciate any help that this investigation may bring. XXXXX really act as if they are above any scrutiny.

I look forward with hope to seeing some improvements after your report.

Thank you

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