

Hi,

just a short comment: I have made a comment to my retailer, Globird (but others do similar things), in that the contract is not in plain English that a layman can understand. Their comment was that they are restricted by regulation. Personally, I feel the contract offer documents should be in Plain English, & the way the rates are calculated or stated should be easily found & understood. When I was comparing offers on the comparison website, many of the definitions were not clearly stated. One thing I really find confusing is the plethora of times that define 'Off-Peak' 'Shoulder' & 'Peak'. Some offers had 'Off-Peak' all weekend, while other offers from the same company had daily times for Off Peak, Shoulder, & Peak the same as during the week.

Also, the fixed charges are changed depending on the retail power rate offer.

My request is that the retail power companies should only pass through the Fixed charges, with a small bookkeeping markup, Then rates should be stated in the offer with the actual times of rate change also stated so the consumer knows exactly what is offered. This is particularly important when the 3 free hours are offered.

Of course, the Name of the plan should also be obvious: sometimes in the same area, retailers will offer plans with the same name, but different rates. I would accept if they had a differentiation such as 'Retail Plan Basic' & 'Retail Plan Basic updated Jun2026' where the difference is obvious.

regards,

[REDACTED]