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<https://inews.co.uk/news/energy-boss-broker-market-firms-billions-payouts-customers>

FYI

Energy boss slams ‘wild west’ broker market as firms face threat of billions in payouts to customers.

EXCLUSIVE

Suppliers could be **forced by courts to pay billions in refunds** to business customers after “secret” commissions led to their **bills** rising by as much as two times the core tariff charged by the energy giants.

As the sector faces tens of billions in claims for refunds on commission fees, Energy UK’s Emma Pinchbeck has called for all business energy brokers to be regulated. The boss of the energy industry’s trade association has slammed the “wild west” broker system for business customers as “absurd” following revelations that the sector is facing compensation claims running into tens of millions.

Ms Pinchbeck said: “The vast majority of non-domestic contracts are secured through unregulated brokers. “The industry has long called for regulatory oversight and higher standards for brokers, to properly protect their businesses customers.”

Ms Pinchbeck insisted that energy suppliers make “best efforts” to ensure that brokers in the business energy market “are responsible and competent.” However, many of the leading names in the industry are facing a potential wave of claims from millions of businesses who believe “secret” broker commission fees were wrongfully hidden in their tariffs.

A spokeswoman for Ofgem said: “Energy suppliers are now required to set out clearly any money being paid to third parties such as brokers to help microbusinesses make fully informed choices about their energy contracts.” **Ofgem** does not have the power to regulate energy brokers and does not regulate prices in the non-domestic sector. Pricing in the non-domestic sector is a commercial decision for suppliers to make.

British Gas, BP, EDF, Scottish Power and Shell were all contacted for comment, but none had responded by the time of publication.
