
From: Edward Daffarn <[REDACTED]>
Sent: 02 May 2016 20:22
To: Complaints
Cc: [REDACTED]
Subject: Fw: Stage 1 complaint received on 31st March 2016: Energy Supplier

To whom it may concern,

Please can you have the good manners to acknowledge the email I sent you on 24th April requesting that my complaint concerning lack of consultation at Grenfell Tower is escalated to a Stage 2?

I have also been receiving emails from Claire Williams to my personal email address without my permission for her to contact me in this manner. I have never given my email address to the TMO to use in any capacity except to respond to my direct complaints.

I believe that Claire Williams has broken the Data Protection Act by obtaining my email address from the complaints process and then using this email address to communicate with me regarding other unrelated TMO matters without my explicit permission to do so.

Please can the TMO complaint Team investigate whether Ms Williams has used my data inappropriately and inform her that if she wishes to communicate with me she should do so by mail as agreed previously. My personal email address is for my private communication and the TMO have no right to contact me in this manner without my permission.

Regards,
Edward Daffarn

From: Edward Daffarn <[REDACTED]>
Sent: 24 April 2016 11:40
To: Complaints
Cc: [REDACTED]
Subject: Re: Stage 1 complaint received on 31st March 2016: Energy Supplier

To whom it may concern,

I am not satisfied with the response that I have received to my Stage One complaint and I wish to escalate my complaint to Stage 2.

The TMO claimed to have consulted with residents about the new energy supplier arrangements but this is not true.

At the meeting's referred to by Ms Williams residents were simply informed of the decisions made by the TMO without seeking any input from residents. The TMO did not consult they just "rolled out" their decision to engage Wilson Energy as our billing agents at these meetings.

This is despite the fact that the TMO have a legal duty to consult with residents when you make changes that impact on the future of our homes.

Local Grenfell Tower residents have also gone to the trouble of forming a Resident Association so as to prevent this kind of treatment and to ensure that our views are considered.

Resident have been given no opportunity to discuss the merits of engaging with different billing agency's or in what suppliers were chosen for the competitive tendering process.

We had no information about Wilson Energy or of their competitors and we were given no chance to give resident input into how we would like to pay our bills in future.

We have also been explicitly excluded from any discussions regarding the costs of engaging Wilson as our energy bill supplier and what alternative might have been provided by competing companies?

We are also concerned that the price of the heating and hot water has been set too high by the TMO and that residents also had no input into the decision to set the charge at this rate.

I also resent that Ms Williams has used her response to my Stage 1 complaint to use her letter to inform me of matters not related to my initial complaint.

regards,

Edward Daffarn

From: Complaints <complaints@kctmo.org.uk>

Sent: 11 April 2016 17:07

To: '[REDACTED]'

Subject: RE:Stage 1 complaint received on 31st March 2016: Energy Supplier

Dear Mr Daffarn

RE: Stage 1 complaint received on 31st March 2016: Energy Supplier

In response to the complaint received, I am pleased to note that your energy supplier has not changed.

The new heating system gives residents individual control of their heating and hot water and residents will be charged based on the energy they use.

What has changed is that this individual billing will be managed by Wilson Energy. This is a new service and Wilson Energy were appointed by competitive tender. Wilson Energy Limited is an accredited billing agency. They have been introduced to provide the service to meet the prescribed legal requirements. In the longer term there is a possibility that this service could be brought in-house.

The changes to the heating system and the billing regime were given to residents through consultation sessions and newsletters, including the new legislation which has required individual properties to be metered. Specific consultation sessions were run on 16 February and 15 March 2016. I attach typical newsletters and the letter sent out to residents in March, which gives a resume and confirms the tariff.

It was explained at the consultation sessions that the tariff has been set based on known costs. The tariff has been set in concert with Wilson Energy and their experience, but the previous heating system included the adjacent 'finger blocks' and now Grenfell is insulated. The stance taken therefore is that there is a 6 month review, as residents get used to the system and more data is obtained. Subsequent reviews will take place annually as a minimum. As you will appreciate, residents at Grenfell recently received substantial rebates as a result of an audit – so I hope this gives you reassurance that the TMO is vigilant in protecting residents' interests. It is noted that TMO is a not for profit organisation.

All residents already have the HIU (heat interface handbook). The handbook about the pre payment heating and hot water system was delivered to all flats on Friday 8 April, as the system goes live on 18 April. I attach an electronic copy of this handbook.

I note that you have not yet had your meter installed, and you will be contacted imminently to ensure that an alternative appointment is made for this 40 minute job. As this is government legislation the TMO will need to enforce this installation.

Yours sincerely

Claire Williams
Project Manager



t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE
 Before printing, please think about the environment

Cc:

Attachments:

Newsletters of Feb and October 2015
Letter dated 15 March 2016 setting tariff
Prepayment system for heating and hot water handbook

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