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From: Kalissa Alexeyeff

Sent: Thursday, 22 November 2007 10:55 AM

To:

Subject: Re: FW: [Fwd: Complaint about simply energy]

Hi there,

I just wanted to complain about my dealings with Simply Energy. First, the deceitful door to door selling techniques of Simply Energy electricity representatives. They convinced me (who never buys door to door anything) that the whole area was changing over to Simply Energy, "it is just a change of providers, the whole suburb is going over". They were wearing work-like uniforms which added to the confusion and reinforced their false claims.

Second, and more seriously, cancelled my contract with them on the same day I signed it but it has taken me over a month and an additional 2 phone calls to confirm it this. I believe that Simply Energy is deliberately making it difficult for people who have signed up to cancel their contract. What was most infuriating was when, during the 3rd phone call I said for the 3rd time I want this cancelled. I was told 'well, we will cancel it but you will have to win back your provider'. After stating very firmly that I would do know such thing as it was their job as I cancelled my contract within the cooling period. And of course they did it do this.

What tactic is this?? I also rang my original provider, Origin, and they also said of course this did not need to occur. I requested confirmation of this in writing and have now received this.

Nevertheless, I have found the aggressive and underhand operations of this company appalling. The thing is I would probably go with simply energy if they are greener as they claim but I will never ever do so now. And, I have always tried to be polite to salespeople as I know it is a hard job and they are on commissions etc but I am now not going to even be polite!

I have heard on the radio of others complaining of their 'we are just changing over providers' approach, which suggests that their duplicitous selling technique is supported and promoted by Simply Energy and is not just the work of a few salespeople.

Thanks, I hope this information helps in someway, Kalissa