

Good Morning,

Following on from my last email, I find it may be well advised to cease the acceptance of verbal contracts for micro-businesses and households. A recent news report from the BBC has now highlighted the emerging threat of AI voice cloning into the mainstream.

The use of physical hard copy contracts will help to achieve Ofgem's goal of better protection for end consumers in the energy market. This would greatly reduce the amount of exploitative contracts which has plagued the micro-business communities for years.

BBC article at the following link. <https://www.bbc.co.uk/news/business-57761873>

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Many thanks,  
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