

Summary of responses to 19 November 2021 price cap consultations prompted by 38 degrees

We received 39,260 responses to the consultation routed through the website 38 degrees. These followed a similar format prompted by the 38 degrees website which set out five questions for interested parties to address. The website prompted for 5 questions and respondents were able to select from agreement or disagreement with a statement and add their own commentary in each of the five consultation areas. These are highlighted below, following the format of the responses received.

1) Consultation on the potential impact of increased wholesale volatility on the default tariff cap

Ofgem **should or should not** amend the price cap to allow energy companies to further increase prices for customers.

2) Consultation on the process for updating the default tariff cap methodology and setting maximum charges

Ofgem **should or should not** change the price cap more frequently than every six months.

3) Consultation on the true-up process for COVID-19 costs

The COVID-19 pandemic **has or has not affected** my ability to pay my energy bills.

4) Consultation on reflecting prepayment End User Categories in the default tariff cap

I **am or am not** a prepayment meter customer.

5) Consultation on Energy Company Obligation scheme allowance methodology in the default tariff cap

Energy suppliers **should or should not** be able to pass additional costs onto their customers.

Summary of responses received to the five questions

1) Consultation on the potential impact of increased wholesale volatility on the default tariff cap

Just under **3% (less than 1,000)** answered that **Ofgem should amend the price cap**. **90.3% (35,000)** answered that **Ofgem should not amend the price cap** to allow energy companies to further increase prices for customers. Approximately 6.1% (2,000) made other comments.

2) Consultation on the process for updating the default tariff cap methodology and setting maximum charges

About 3% (just over 1,000) said Ofgem **should** change the price cap more frequently than every six months. While 86% disagreed (34,000) saying that Ofgem should not change the price cap more frequently. 6.9% of respondents made other comments.

3) Consultation on the true-up process for COVID-19 costs

Almost 18,000 (46.5%) respondents indicated that the COVID-19 pandemic **had not affected** their ability to pay their energy bills, while 17,000 (42.6%) indicated that the COVID-19 pandemic **had affected** their ability to pay their energy bills.

4) Consultation on reflecting prepayment End User Categories in the default tariff cap

About 2,000 (19.8%) of respondents indicated that they were a prepayment meter customer while 28,000 (72.5%) with about 9,000 leaving the question blank or giving a different answer.

5) Consultation on Energy Company Obligation scheme allowance methodology in the default tariff cap

28,000 (72.5%) responses said energy suppliers **should not** be able to pass additional costs onto their customers while just 2,000 (5.8%) said energy suppliers **should** be able to pass additional costs onto their customers. With 9,000 (21.8%) leaving this section blank.

Some respondents also used the opportunity to share their experience with Ofgem, with more than 7,000 discussing the impact of energy prices in relation to poverty and low income, nearly 6,000 referred to the struggle for them or others of paying energy costs. There were around 3,000 references to pensions and pensioners, 1,000 thousand mentions of vulnerable consumers or vulnerability, and around 500 mentions of people with disabilities.