

## Mhairi Bruce

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**From:** Retail Stakeholder Team  
**Sent:** 01 June 2023 09:26  
**To:** Future Consumers  
**Subject:** FW: Consultation on framework for consumer standards and policy options to address priority customer service issues [OFFICIAL Internal Only]  
**Attachments:** Consultation on framework for consumer standards and policy options to address priority customer service issues v.2.pdf

Hi Team,

See below consultation response.

Thanks,  
Ross

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**From:** Harry Hailwood <h.hailwood@brookgreensupply.com>  
**Sent:** 31 May 2023 18:42  
**To:** Retail Stakeholder Team <RetailStakeholderTeam@ofgem.gov.uk>  
**Subject:** Consultation on framework for consumer standards and policy options to address priority customer service issues

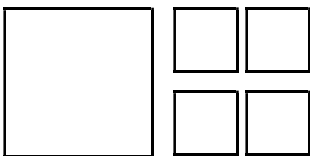
Good evening,

Please see our response to the Consultation on framework for consumer standards and policy options to address priority customer service issues attached.

Many thanks,

**Harry Hailwood**  
**Policy & Regulation Manager**

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