

048 Centre for sustainable energy (cse)

Hi,

I'm afraid due to our work commitments we just did not have time to respond to this consultation in writing.

We broadly support Ofgem's work on consumer standards, especially the work on ease of contact and tailored advice. We would urge Ofgem to also look at the role that advice and support agencies play with a view to standardising how suppliers interact with people's advocates. The advice sector wastes untold numbers of hours dealing with poor customer service teams often simply trying to get authority on the account.

Best