

Individual response – 004

Sent: Monday, August 7, 2023 4:24 PM

To: Retail Stakeholder Team <RetailStakeholderTeam@ofgem.gov.uk>

Subject: Consumer standards - statutory consultation

Thank you for the opportunity to input to this review

I am happy for this reply to be published

The key concern I have is that such an essential service as energy supply should be centred around consumer

interests and not supplier interests.

Let me give you a live case study of the issues we are facing – the energy supplier EDF have made significant changes

recently. They changed customer account numbers, telephone numbers for submitting meter readings, the

regularity of when bills are presented – none of which was communicated to customers before being implemented. It has been an embarrassing fiasco – a case study of how not to manage change. They have now

tried to impose monthly billing on all customers without consulting – I want to know how has this been allowed and

were Ofgem informed? To have a variety of methods for customers to pay, different tariffs and payment schedules

seems appropriate to reflect a diverse customer base. Imposing a one size fits all solution without consultation is

not appropriate. I want to see suppliers like EDF being held accountable for the high handed manner in which they

are conducting change. The only good thing I can say about them is that they engage in email conversation on this

issue. I await a sensible solution or I will be looking for an alternative more respectful supplier.

Regards