

006 Individual response

Sent: Thursday, August 10, 2023 10:12 AM

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

Subject: Consumer Standards - Statutory Consultation

Good morning

I am very interested in assisting with this consultation as I have been battling with OVO Energy for the past 14

months trying to resolve my son's account. The account was disputed in May 2022 as the smart meter installed was

not communicating with them. The account finally ended up with the Energy Ombudsman and has recently been

closed however I feel it may need reopening soon but that is another story.

My biggest issue was that the account wasn't put on hold whilst the account was being dealt with by the EO.

Apparently this is not a requirement and is only done if OVO do it as gesture of goodwill. I firmly believe that if we

have reached this stage then the account should not be pursued and all chasing correspondence and debt

collectors actions should be paused until it is resolved. I have read stories about people's mental health suffering,

people taking their lives and so much distress caused to them and family members that I want to do something

about it. Luckily my son had me to help him. He was 20 when this first started, living 100 miles away from home and

in the end gave up his job and returned home as the stress was too much. I had the strength and determination to

fight this as it did indeed become a fight.

Anything that can be done to protect innocent customers can only be a good thing and it is about time there was

something in place to support them.

Thank you for reading and good luck!