

Mhairi Bruce

From: Retail Stakeholder Team
Sent: 23 August 2023 15:12
To: Future Consumers
Subject: FW: Consumer standards consultation [OFFICIAL Internal Only]

Hi Team,

See below a response to CS StatCon from a member of the public.

-Ross

From: William Peacock <wefmp2019@outlook.com>
Sent: Wednesday, August 23, 2023 2:50 PM
To: Retail Stakeholder Team <RetailStakeholderTeam@ofgem.gov.uk>
Cc: richard@over50smoney.com
Subject: Consumer standards consultation

You don't often get email from wefmp2019@outlook.com. [Learn why this is important](#)

[Over50smoney Response to Ofgems Consumer standards statutory consultation - YouTube](#)

I have just listened to Richard Winstone's video response to this consultation, as linked above.

I am more than happy to second Richard's responses and I particularly draw your attention to the additional point that he makes towards the end of the video. Customer service absolutely has to be important to the shareholders in order for investment in those services to be at the necessary level and the approach that Richard outlines appears to me to be both valid and likely to be successful.

I would add one further point by way of an illustration of the current state of customer service by one of the major service suppliers. I have just switched away successfully from EDF Energy after becoming disappointed in the level of customer service they have provided to me. I have had to raise complaints with EDF Energy concerning 2 separate issues over the last couple of years. The 1st such complaint concerned an incorrectly recorded meter reading which resulted in my account showing that I owed £1,200 more than it should have done. Eventually, EDF accepted its error and corrected it but it took much longer to do so and with more customer involvement than should have been necessary before this happened. The 2nd such complaint concerned huge delays in dealing with my application for a SEG contract for sale of my exported excess solar PV units into the network. Whilst EDF has paid me a total of £100 compensation in settlement of these 2 complaints, that misses the point a little that the levels of customer service delivery have been at best poor in both situations. It should not be necessary for customers to expend so much time & effort to extract appropriate responses from utility suppliers.

I look forward to hearing about the outcomes of this consultation.

Thank you and best wishes
William Peacock
2 Lodge Road, KT22 9QY

[Internal Only]