

030 Individual response

Sent: Wednesday, August 23, 2023 3:27 PM

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

Subject: Consultation comment

Make company accountable. When standards fall below expectations, the parent company must take responsibility

and forfeit their shareholder rewards. I know no other business in the land which rewards incompetence, poor

standards and failings in its customer care. The level of ineptness is staggering. I would support nil bonus, nil

increase nor any rewards, monetary or otherwise, unless standards - right across the board - are met and improved

year on.