

046 Individual Response

Sent: Wednesday, August 23, 2023 5:51 PM

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

Subject: Consumer standards statutory consultation

Dear Jemma Baker

Here is my response to questions in this consultation.

Questions 1 & 2

I suggest that requirements for call waiting times should not be based on average times, but have a maximum permitted time, for example 5 minutes, beyond which sanctions would apply in the form of fines which would be received by all customers as a discount on their bills. The amounts of fines could rise in steps, increasing with every extra 5 minutes.

For hours of telephone access, on top of your own suggestions, I would suggest a minimum of, say, 50 hours per week; which hours they were to be determined by the supplier.

Question 3

I would like to see a statutory requirement to couple any debt repayment plan put in place by the supplier with a referral to the Energy Company Obligation leading to proactive help with necessary insulation where the lack is contributing to the original high bills.

Question 4

An obligation to publish their Citizens Advice star rating on their web site.

I would also like to see Ofgem banning payment of dividends to shareholders unless certain minimum service standards are met. This would give a more balanced weighting to customer services in the minds of shareholders.