

025 Individual response

Sent: Wednesday, August 23, 2023 1:59 PM

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

Subject: Consumer Standards consultation

My thoughts on the latest Consumer Standards consultation are as follows:

Any improvement to improve customer standards is to be applauded, but you need to go further.
For example,

instead of asking suppliers to answer calls quickly, require them to answer a certain percentage of calls within 10

minutes (I would suggest a minimum of 50%) or incur a financial penalty if this target is missed.

Customers struggling with their bills need a competitive market for energy so they can shop around for lower

tariffs. At the moment, the so-called energy 'market' is thoroughly broken. FIX IT or stop pretending there is a

market and re-nationalise energy companies. Taking shareholder dividends out of the equation will lower energy

bills!

Use the Citizen's Advice rating as a KPI for consumer standards performance, with fines for any company that fails to

meet the KPI.

Regards