

034 individual Response

Sent: Wednesday, August 23, 2023 4:24 PM

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

Subject: Response to Ofgem's Consumer standards statutory consultation

I have watched Richard Winstone's video consultation response and support all he has said. I particularly support the idea of holding shareholders to account for companies not meeting agreed basic service levels by withholding their dividends. This should have the effect of them thinking about how well their company is performing and considering their customers with financial penalties if they fall below an Ofgem agreed standard as well as giving customers confidence in Ofgem's regulations.

Yours, in haste