

# Citizens Advice Response to Ofgem's Consultation on Supplier Guaranteed Standards of Performance for Switching: Consultation on amending Guaranteed Standard 6ZA

Citizens Advice strongly supports the proposal to ensure that consumer compensation reflects newer faster switching speeds. As switching begins to become an option for consumers looking to reduce their energy bills again it will be crucial that it is a trusted process with clear accountability where things go wrong. Core to this will be ensuring that consumers continue to be compensated appropriately for detriment experienced as a result of a delayed switch or erroneous transfer.

We would also encourage the regulator to closely monitor the implementation and on-the-ground effectiveness of the change once implemented to ensure that consumers are seeing the benefits.