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Sent to: FutureConsumers@ofgem.gov.uk

Date: 6 December 2024

Ref: Statutory Consultation to Modify Standard Licence Condition (SLC) 31G.3A(c) of all Electricity Supply and Gas Supply Licences

Dear Colleagues

We welcome the opportunity to provide input into this Statutory Consultation to Modify Standard Licence Condition (SLC) 31G.3A(c) of all Electricity Supply and Gas Supply Licences, as the decision to activate this currently dormant license condition relating only to metering interruptions and/or fault will bring a greater level of protection to customers.

Ecotricity was the world's first green energy company when we were established in 1995 and we now have over 175k domestic and non-domestic supply accounts, alongside over 100MW of self-developed renewable generation capacity.

We continue to invest in new sources of renewable generation that has recently led to the commissioning of two new solar parks and our first green gas mill, with our first energy storage facility recently obtaining its generation licence. We support policy ambitions that enable the UK to accelerate its drive towards a net zero energy system, whilst ensuring a security of supply that is cost efficient for consumers.

Ecotricity's response:

Statutory Consultation to Modify Standard Licence Condition (SLC) 31G.3A(c) of all Electricity Supply and Gas Supply Licences

Q1. Do you agree with our proposal to activate supplier SLC 31G.3A(c) in order to meet our desired outcome for consumers?

We agree with the proposal to activate supplier SLC 31G.3A(c) as we believe that a small number of customers will benefit from the protection of this outcome. Although minimal in many instances [evidence from the data we have available], we feel it's important that where possible, assistance, guidance, or advice should be available to customers to prevent impacts that may come with interruption or faults with supply. This activity will also support the prioritisation for customers who have gone off supply especially those in vulnerable situations.

Ecotricity deliver in line with this supplier SLC 31G.3A(c) via our metering partners. Our customers are routed via an IVR to our partner during our out of hours periods, who will then book appointments to attend the customers property and assess the fault and deliver a fix where needed.

We direct customers via our website 'Support' page on Metering Faults noting our 24/7 support, with hints and tips to diagnose whether issues are related to potential meter faults, supply/power cut issues and advice where the customer believes they may have a gas leak. Customers are able to contact us via our normal contact number, which is available on our website homepage, also within the support section, and on all customers' bills and communications.

**Q2. Are there any further issues with implementation that we have not considered in this consultation?
Please provide any relevant information to evidence the issues.**

At this time, we cannot foresee any issues with the implementation of the changes and understand the importance of supporting our customers 24/7 with the maintaining of their energy supply.

Q3. Do you have any comments on the draft Impact Assessment published alongside this document, including the costs and benefits, competition impacts, and unintended consequences?

We have no comments on the draft Impact Assessment published, other than that we appreciate the non-monetised benefit being to reduce impact or harm to customers with time off supply.

Q4. Does the guidance provide sufficient clarity for suppliers, consumers and their representatives on Ofgem's expectations and consumer outcomes?

The guidance provides sufficient outcomes for suppliers, customers and their representatives to understand the requirements.

This response is not deemed to be sensitive.

Should you require any further information, please let me know.

Many thanks

Nicola

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Sent on behalf of Ecotricity.