

Market Strategy & Delivery

Ofgem

10 South Colonnade

Canary Wharf

London

E14 4PU

16 September 2026

Dear Market Strategy & Delivery Team,

Thank you for the opportunity to provide feedback on the consultation regarding *exempting small suppliers from the Universal Service Obligation (USO)* and for the bilateral meeting on 12 August 2028 between our teams.

Following our engagement, our position remains the same as that discussed during our previous dialogues. While we support innovation in the market, we are not supportive of the proposals presented in the consultation as we believe it is important that all existing and potential future entrants should operate on a same level irrespective of the services offered.

As a market participant for over 25 years, we have invested significant resources in developing the processes, systems, and internal functions required to comply with regulatory obligations. These requirements have resulted in substantial operational and compliance costs. Allowing new market entrants to participate without being subject to the same SLCs as existing suppliers could create an uneven competitive environment.

It is therefore our view that any prospective market participant seeking to enter the market should be required to have processes, controls, and sufficient capabilities in place, consistent with those of other participants operating within the sector.

We look forward to continuing a constructive dialogue aimed at improving the UK energy market for all consumers, and particularly those with vulnerable characteristics.

Should you wish to discuss anything further on detail please contact us.

Yours sincerely,

Antonis Lamaj,

Head Of Regulation & Compliance

A handwritten signature in black ink, appearing to read 'Antonis Lamaj', with a stylized, cursive script.