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Ofgem
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9 September 2009

Dear Neil

Energy Supply Probe - Proposed Retail Market Remedies

I am writing to you to provide a brief response to Ofgem's decision document on the Proposed Retail Market Remedies.

As you will be aware, Citizens Advice has submitted substantial responses to both Ofgem's initial findings investigation into the retail energy market and also to the detailed package of proposals designed to improve the functioning of the retail market for all consumers. Given this, we are not responding in detail to the package of proposals contained in the decision document issued on 7 August 2009.

However, I thought it useful for us to place on record our support for the package of proposals contained in the decision document. While there are certainly a number of areas where we would have preferred Ofgem to go further and to take more decisive action (e.g. on the notice period for unilateral contract variations), we nevertheless acknowledge that, taken together, the package of proposals represents a significant improvement on the current rules in a number of key areas for customers, and more vulnerable customers in particular.

We hope, and indeed expect, the relevant licence holders to agree to the proposed modifications. Should this be the case, then we look forward to the prompt introduction of the package of remedies. Clearly, focus will then turn to monitoring how the new package of retail remedies are implemented. In this respect, we look forward to working closely

with Ofgem to ascertain whether the measures are having their intended effect or if there remain some deficiencies in how they are interpreted or drafted which may require clarification or further strengthening.

I hope that you find these brief comments helpful.

Yours sincerely,

Tony Herbert
Social Policy Officer