Andrew Wallace
Smarter Markets Team
Ofgem,
9 Millbank
London
SW1P 3GE

smartermarkets@ofgem.gov.uk

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Enforcing three week switching

Dear Andrew,

SmartestEnergy welcomes the opportunity to comment on Ofgem's consultation on enforcing three week switching.

SmartestEnergy is a supplier in the half hourly electricity market and an aggregator of embedded generation. We have just entered the NHH retail market (group and corporate, not SME/Micro, sectors).

We are very positive about the proposed changes. We agree that suppliers should take all reasonable steps to ensure that a customer's switch to a new supplier happens within three weeks.

However, it should be stated explicitly in the licence that this only applies where a customer is on either an open-ended contract or a deemed contract. It is not appropriate for a customer within a fixed term contract to expect to change supplier unless they are approaching the end of that contract. Alternatively, this condition could be moved to the domestic section of the licence.

We answer the questions in the consultation document in order below:

Question 1: Do you agree with our proposed changes to Standard Licence Condition 14A?

No. Please see comment above.

Question 2: Do you agree with the proposed implementation timetable?

We are comfortable with the change of licence coming into effect by the summer of 2014 on the assumption that our recommended changes can be made in that time.

If you have any questions, please do not hesitate to contact me.

Please note that our response is not confidential.

Yours sincerely,

Colin Prestwich
Head of Regulatory Affairs
SmartestEnergy Limited.

T: 01473 234107
M: 07764 949374