



Andrew Wallace
Smarter Markets
Ofgem
9 Millbank
London
SW1P 3GE

8 May 2014

Dear Andrew,

Response to Ofgem's statutory consultation on licence modifications to enforce three week switching and prevent erroneous transfers

The Citizens Advice Service supports Ofgem's final proposals to make two separate modifications to Standard Licence Condition (SLC) 14A of the gas and electricity supply licences in order to enforce three week switching and prevent erroneous transfers.

We believe that this first phase of Ofgem's work to improve the consumer experience of switching energy supplier will help to encourage customers engage in the retail energy market. This engagement supports competition and benefits consumers. As Ofgem identified in their research, domestic consumers said they wanted a reliable and accurate transfer and for it to be as efficient and streamlined as possible¹. The primary concern for business customers was that the process was reliable and hassle free.

While we are supportive of this first phase of Ofgem's work in order to secure reliable three week switching for consumers, as stated in our response in January 2014 to the consultation on enforcing three week switching², Citizens Advice would like to see the ambition for 24 hour switching being driven significantly faster than the current 2018 timeframe.

Our response to the January consultation also highlighted that we would like to see the existing industry arrangement for cooling off periods aligned with consumer experiences in other retail areas, with the cooling off period occurring after the switch³.

Yours,

Jenni Lucas-Williams
Policy Manager, Retail Energy Team

¹ <https://www.ofgem.gov.uk/ofgem-publications/84900/3weekswitchingconsultation.pdf>

² <https://www.ofgem.gov.uk/ofgem-publications/87293/consumerfuturesresponse.pdf>

³ Ibid.

