



Utility Customer Service Management Ltd.

Submission to Ofgem

Ofgem Simplification Plan 2016-17

In direct response to the statement made in the letter issued by Ofgem on 17th December 2015 inviting comments on the above as follows:

“An example of this is our commitment to regulate more through principle and remove unnecessary prescription in the retail market.”

It is the experience of UCSM Ltd that this has not been the case in the past.

We do remain very concerned that when Ofgem are faced with representations (directly or indirectly) from Customers, it is not principles which form the basis of arguments but trivial details put forward by utility companies. It further appears that this stance is supported by senior staff within Ofgem.

In short, we support the simplification plan but have grave doubts about Ofgem's ability to deliver on same.