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Consultation on proposed changes to the SOR requirements for smart prepayment

Dear Sirs,

Ecotricity is an independent renewable energy generator and supplier, with around 180,000 gas and electricity customers. At Ecotricity, we have three principal attractions: the greenest energy with the emphasis on investing in new sources of renewable energy; the best customer service as demonstrated by the lowest level of complaints in the industry; and an ethical pricing policy that means every customer gets our best price, regardless of payment method. It is this focus on ethics and principles of excellent customer service that's key to our growth.

We offer our responses to the questions below:

Question 1: Do you agree with the proposed approach to monitor, through Social Obligations Reporting, the availability of cash as a top-up method?

Yes. The request is reasonable and will act as a beneficial additional data point to monitor prepayment consumers.

Question 2: Do you agree with the proposed data points for inclusion in the SOR (on the number of times a supplier's customer base tops up per top-up channel and the number of smart meter consumers on prepayment), the frequency with which Ofgem propose to collect them, and the starting point for collecting them?

Yes. Monitoring the use of various top-up channels will allow resources to be allocated effectively as we transition to the use of Smart Meters, as well as offer greater protection for some of the most vulnerable consumers.

We have consulted with relevant teams within Ecotricity to establish whether the starting point and frequency of collection are suitable and realistic for reporting. There are no concerns with providing the necessary information.

Ecotricity welcomes the opportunity to respond and hope you take our comments on board. We also welcome any further contact in response to this submission. Please contact James Jackson on 01453 840618 or james.jackson@ecotricity.co.uk.

Yours sincerely,



Alan Chambers
Acting Compliance Officer