

Dermot Nolan
Chief Executive
Ofgem

By email

13 October 2016

Dear Dermot

Re: Open letter – customer satisfaction with Utility Warehouse’s complaints handling

Thank you for your letter of 22 September 2016 summarising the results of your latest report into customers’ satisfaction with suppliers’ complaint handling. It is clear that customer satisfaction levels across the industry are still far too low.

At Utility Warehouse, we take our responsibilities as an energy provider extremely seriously. Customer value is at the heart of our business model and providing a market leading customer service experience has been the cornerstone of our success.

We are of course hugely disappointed to see the results of Ofgem’s research but I am personally committed to ensuring we deliver an improved customer experience in this area.

We are currently engaging both with Ofgem representatives and external audit companies with a view to completing an independent audit in accordance with Ofgem’s stated timeline. We expect to share the results before the end of 2016 and will, of course, continue to engage with your team throughout the audit process.

We look forward to delivering improved outcomes for those customers who feel they have not and do not receive the level of service they rightfully expect from us.

Yours sincerely



Andrew Lindsay
Chief Executive