

Brighton and Hove Energy Services Co-op

Dear Mr. Coleman,

We concur with OFGEM's preferred option that an independent third party should distribute voluntary redress payments. This change would address some of the inequities of the current system.

We believe that the allocation of funding in the past to National Energy Action (NEA) and Citizen's Advice has not been effective in relieving the harm that was done to customers in our community.

NEA operates primarily north of London. Our contact with our local Citizens Advice informed us that the regional offices had to apply for funding from the national office and that the Brighton & Hove bureau received no allocation of redress funding. We, like the other member energy groups in Community Energy South, have contact daily with customers that are struggling to be treated fairly by their energy supplier. We believe that as a local energy group, we should have equal access to funding the work we do to rectify errors in customer billing and the problems our customers endure with their energy suppliers.

We hope that you will consider the work that community energy groups do to help our local residents when you determine how redress payments will be allocated.