

Confidence Code Review 2016

Ofgem consultation

A Response by Utility Warehouse

This document sets out the views of Utility Warehouse regarding the Ofgem consultation 'Confidence Code Review 2016' published by Ofgem on 3 August 2016. The response provided is on behalf of Gas Plus Supply Limited and Electricity Plus Supply Limited, both of which are wholly owned subsidiaries of Telecom Plus PLC; Utility Warehouse is the trading name for Telecom Plus PLC.

Telecom Plus, which owns and operates the Utility Warehouse brand, is the UK's only fully integrated provider of a wide range of competitively priced utility services spanning both the Communications and Energy markets. Customers benefit from the convenience of a single monthly statement, consistently good value across all their utilities and exceptional levels of customer service. Telecom Plus does not advertise, relying instead on 'word of mouth' recommendation by existing satisfied customers and distributors in order to grow its market share.

We take our responsibilities as an energy provider very seriously and make every effort to ensure we provide such essential services to our customers with the utmost integrity; the value of a customer is at the heart of our business model and the way in which we operate. Customer value is the cornerstone of the success we have and continue to achieve.

Utility Warehouse welcomes the publication of the policy consultation and supports Ofgem's move towards taking forward the CMA's recommendation to remove the whole of market comparison requirements from price comparison websites on the understanding that such sites provide clear and transparent messaging to consumers so that consumers understand exactly what they can and can't see or access and the reasons why.