

Internal Only

Dear Neil and Andrew,

Thank you for your letter dated 22 June 2017, and the opportunity to comment on proposed modification to domestic and non-domestic Standard of Conduct principles and information gathering powers.

Extra Energy welcome the change towards principle based licence conditions, which will enable suppliers to differentiate their customer offer and provide consumers with increasing diversity; which may well act as a positive lever to consumer engagement with the energy industry, and thus achieve Ofgem and Government targets in this area. While Extra Energy realises, given the current amount of regulation, that moving to a principal based approach across all licence conditions may take some time, it is important to consider this when modifying existing licence conditions – any new or modified condition that does not follow this approach increases complexity for suppliers and reduces supplier diversity and consumer choice.

With regards to vulnerability, we recognise the need to service this customer group in line with their additional requirements in a fair and effective manner; ensuring they continue to receive high levels of service and clear communications so that they too are engaged, treated fairly and provided with the additional support they may require.

Many thanks,

David.

David Rollason
Regulatory Manager



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