



Jemma Baker,
Retail Market Policy,
Ofgem,
9 Millbank,
London,
SW1P 3GE

13th November 2017

Dear Jemma,

Consultation on vulnerable customer safeguard tariff

Thank you for the invitation to respond to the above consultation. Bristol Energy is an independent supplier of electricity and gas with a business model that has a regional focus on the South West of England, although we supply customers across Great Britain, and a mission to fight fuel poverty.

Bristol Energy supports the imposition of the safeguard tariff as a temporary measure to protect some of the most vulnerable customers in the energy market. As a voluntary WHD supplier we welcome Ofgem's decision to recognise the importance of encouraging voluntary participation in the Warm Homes Discount scheme by applying the safeguard only to obligated parties.

This does not of course mean we will be immune to the cap and will seek to ensure that customers receiving WHD from us are not disadvantaged by doing so, and believe other voluntary WHD suppliers will do likewise.

One point of observation is the application of the cap to default tariffs which we believe to be superfluous. The recent decision by Ofgem to no longer require suppliers to default customers onto SVT does include a requirement that the tariff the customer is defaulted on is the same price or lower than the supplier's SVT. Therefore, if the supplier's SVT is subject to the cap, and any default tariff must be the same price or lower than the SVT, then a cap applies by default and does not need to be regulated.

I hope you find this response useful. If you have any queries or wish to discuss further, please do not hesitate to contact me.

Kind regards,

A handwritten signature in black ink that reads "Chris Welby".

Chris Welby
Head of Regulation

Bristol Energy & Technology Services (Supply) Limited

1 Temple Quay, Temple Back East, Bristol BS1 6DZ www.bristol-energy.co.uk
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