

Question 1: Do you agree in general with our proposed reforms to the rules related to supplier – customer communications?

We agree that the reforms are beneficial to the customer and will enable increased engagement, along with flexibility. However, some guidance should be provided to ensure Suppliers are working in the right direction especially with all the technological advancements in place.

Question 2: Do you think our proposals make appropriate use of principles and remove the right amount of prescription? Have we gone too far, or not far enough in removing prescription to enable suppliers to innovate?

We believe the right amount of prescription has been removed in the right places, however, as with question 1, we feel that there should be some additional guidance on expectations and the requirements around frequency of communications. These shouldn't be used as the new revised prescription, however as a guide to ensure we meet our obligations with the principles.

For example: Within the workshop there was discussion around the Annual Statements being removed including for Pre-Payment Customers, however the expectation could be for Pre-Payment customers to be contacted every quarter, this would be a fundamental change.

The removal of the QR code would be an advantage, however we understand that this is a European requirement.

Question 3: Do you think there are any areas of particular risk to Vulnerable Consumers that are not already addressed in this consultation and /or by the vulnerability principle in the Standards of conduct?

We feel that Vulnerable customers will be adequately supported through the amendments to the Licensing changes.

Question 4: Do you support our proposed changes to the rules regarding the (i) content, (ii) format, layout and wording, and (iii) frequency and timings of communications? If not, why not?

We support all the changes to the content, format, layout and wording and additional information supporting timings would be appreciated.

Question 5: Do you agree with the key features of the new principles: (i) "Key Engagement Points", (ii) "characteristics and preferences", and (iii) our expectations of suppliers?

As in question 2, we feel that there should be more clarity surrounding potential expectations for contact with customers at key engagement points, the PPM example being one.

For ensuring characteristics and preferences are always addressed in the correct, most appropriate format, how often and how much customer insight as a supplier are we expected to obtain to ensure we meet this requirement?

Question 6: do you support our package of proposals to change the current customer communications rules to "encourage and enable" engagement? Please explain your answer, in particular noting any consequences you envisage for consumer outcomes or suppliers' ability to innovate.

We believe that all suppliers try to support customers in how they can benefit from reviewing their tariffs/switchers, however we feel that this should be worded not as **how but as that they could benefit** financially from doing so.

Question 7: Do you agree with our definition of Key Engagement Points?

We support your definition of Key Engagement Points

Question 8: Do you support our package of proposals to change the current customer communications rules to ensure consumers are aware of, and can obtain, "assistance and advice"? Please explain your

answer, in particular noting any consequences you envisage for consumer outcomes or suppliers' ability to innovate.

We support the package as it's essential that customers know who to contact, when they're faced with an issue. It's the suppliers' obligation to ensure we make the information available and easy to understand, however, we can't ensure that the customer has in fact understood the information.

Question 9: Do you support our proposed changes to the customer communications rules relating to "Bills and billing information"? Please explain your answer, in particular noting any consequences you envisage for consumers outcomes or suppliers' ability to innovate.

We support the proposed changes and the flexibility this will provide us in engaging with customers. In particular, we are keen to be able to continue to supplying bills on line to our customers using push notifications advising of the arrival within their customer service portal, this provides additional security around the transferring of data and the ability to innovate in the future using text notifications.

Question 10: Do you agree with the distinction between billing information and Bills?

Engie believe this could further enhance engagement

Question 11: Do you agree our principle reflects the different needs and circumstances of different customer groups, including prepayment customers?

Engie agrees that the principle reflects the different needs, however additional guidance regarding Pre-Payment customers would be welcomed.

Question 12: Do you support our proposed changes to the customer communication rules relating to "contract changes"? Please explain your answer, in particular noting any consequences you envisage for consumer outcomes or suppliers' ability to innovate.

Engie supports the proposed changes.

Question 13: Do you agree with our proposal to no longer require suppliers to provide annual statements?

Engie believes the Annual Statement is useful to the customer, however, will support the removal where all relevant information is provided within other documentation.

Question 14: Do you agree that the intended outcomes of the Annual Statement are reflected in our proposed new principles?

Engie agrees that the intended outcomes are met.