

Ofgem
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7 June 2018

To Fiona Cochrane-Williams and Barry Coughlan,

OneSelect supports the intent of the customer communications changes proposed in the '*Policy consultation: Domestic supplier - customer communications rulebook reform*' document (published 10 May 2018).

In particular:

- The principle based approach is likely to support increased differentiation between suppliers and therefore competition as a whole
- The removal of the requirement to provide an annual statement is positive

OneSelect has one concern regarding statement of renewal term timing, outlined below.

Statement of renewal terms are currently sent by suppliers at 42-49 days before the customer's contract end date. Many customers who are tied into a fixed term contract with exit fees use the communication as a prompt to switch away without incurring an exit fee. Ofgem should consider that without a prompt sent at this time, customers may be less likely to switch. A supplier charging exit fees could send the renewal terms at -60 days for example, creating a barrier to switch (the customer has to wait to switch in order to avoid an exit fee).

We look forward to the consultation outcome in due course.

Laura Hall

Head of Marketing, OneSelect