

Hi

In response to your consultation on Supplier Licensing Review I would like to raise an issue I have mentioned in the past.

On numerous occasions, suppliers have upgraded their billing systems only to create many problems and untold misery to customers over a period of several months.

I feel that part of OFGEM's supplier licensing structure should be robust testing of any billing system before it goes live both for new and existing suppliers.

Many Thanks

Best Regards



**T/A Alpine Energy**

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