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James Crump
Senior Manager
Ofgem
10 South Colonnade
Canary Wharf
London , E14 4PU

Dear James,

Erroneous Transfers Performance Assurance Board response to Ofgem's Supplier Guaranteed Standards of Performance for Switching: Consultation on Introduction of Further Guaranteed Standards and Automatic Compensation.

The Erroneous Transfers Performance Assurance Board (ET PAB) welcomes the opportunity to respond to Ofgem's 'Guaranteed Standards of Performance for Switching' consultation, which sets out proposals in relation to the new and revised Guaranteed Standards (A, C and E).

As you are aware, the ET PAB was established at the end of June 2019 as the UK's first, dual fuel Erroneous Transfer (ET) performance assurance framework. The primary objective of the ET PAB is to monitor energy suppliers' performance in relation to their obligations as set out in the Master Registration Agreement (MRA) and Supply Point Administration Agreement (SPAA). The ET PAB is supportive of Ofgem's proposal to implement a second tranche of Guaranteed Standards, especially Guaranteed Standard C, where customers will receive a standard payment of £30 from the erroneously gaining supplier if they are erroneously switched. We believe that implementing Guaranteed Standard C will complement the work being undertaken by the ETPAB to reduce ETs and promote improved working practices across the industry.

Furthermore, the ET PAB's focus on the reduction of ETs and promotion of operational best practices directly supports the establishment of the Retail Energy Code (REC) PAB. Ofgem's continued engagement in the work the ET PAB is undertaking will support the principles of ET best practice and an understanding of market trends over time.

Should you have any questions regarding our response, please contact Mark Olliver at SPAA@electralink.co.uk.

Yours sincerely,

Mark Olliver
ET PAB Chair

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