

1. Do you agree with our assessment that the likely costs and logistical difficulties of implementing an allocation of compensation on a case by case basis would be likely to outweigh the benefits?
Yes.
2. Do you agree that gaining suppliers only should bear responsibility for making compensation payments under Guaranteed Standard A? If not, why not?
Yes.
3. Do you agree that measuring Guaranteed Standard A from the receipt of sufficient information to ensure that a contract has been entered into by the customer and to identify the relevant meter points to which the switch relates allows enough opportunity for a gaining supplier to effectively validate the switch? If not, why not?
Yes.
4. Do you agree that gaining suppliers will be able to measure when sufficient information is received for the purposes of reporting on Guarantee Standard A? If not, why not?
Yes.
5. Do you agree with the proposed exceptions and exemptions which we have applied to Guaranteed Standard A? If not, why not?
Yes.
6. Are there any other reasons for failing to complete a switch within 21 days which could warrant an exemption from paying compensation under Guaranteed Standard A?
Yes.
7. Do you agree that suppliers implementing the Debt Assignment Protocol should not be exempt from making compensation payments if they fail to complete a switch within 21 days? If not, why not?
Yes.
8. Do you agree with our proposal that responsibility for compensation under the Guaranteed Standard C should be borne by gaining suppliers only? If not, why not?
Yes.
9. Do you agree that the trigger for making a compensation payment under Guaranteed Standard C should be the agreement between suppliers that a switch was undertaken with no valid contract in place? If not, why not?
Yes.
10. Do you agree with the proposed exceptions and exemptions which we have applied to Guaranteed Standard C? If not, why not?
Yes.

11. Are there other reasons under which a supplier should be exempted from making a compensation payment under Guaranteed Standard C?
[No.](#)
12. Do you agree that responsibility for compensation for issuing a final bill after six weeks should be borne by losing suppliers only under Guaranteed Standard E? If not, why not?
[Yes.](#)
13. Do you agree with the proposed exceptions and exemptions which we have applied to Guaranteed Standard E? If not, why not?
[Yes.](#)
14. Are there any other reasons for failing to issue a final bill within six weeks which warrant an exemption from paying compensation under Guaranteed Standard E?
[No.](#)
15. Do you agree with our assessment that it would not be proportionate to implement an open-ended requirements to pay compensation for enduring issues of detriment? If not, why not?
[Yes.](#)
16. Would changing reporting requirements to allow Ofgem to collect data on the time taken to issue final bills or repay credit balances present a significant additional cost when compared with the current requirements?
[No, as long as the measure used by Ofgem and that within the Energy Switch Guarantee are aligned and the data format is maintained \(no changes to the template for submitting responses\).](#)