



OVO Energy
1 Rivergate
Temple Quay
Bristol BS1 6ED

policy@ovoenergy.com
www.ovoenergy.com

smartmetering@ofgem.gov.uk

FAO Andrew Roberts

Dear Andrew

Re: OVO response to Ofgem consultation on the DCC Operational Performance Regime Review

OVO was founded in 2009 to transform the energy market with cheaper, greener and simpler energy. With our recent acquisition of SSE's household energy business, we will bring together great service and smart technology to enable millions more customers to decarbonise their homes.

In 2019 we launched [Plan Zero](#), setting out our commitments to halve our customers' total lifestyle carbon emissions and eliminate their household emissions by 2030. To achieve this, we need to transform our energy system. Decentralised, renewable energy and smart, flexible energy devices need to work together to deliver a zero-carbon grid at the lowest possible cost for customers.

Response to consultation

We welcome your consultation and the move to focus the system performance incentives on areas where poor performance would have a significant affect on our performance. Such poor performance would lead not only to a sub-optimal customer experience but also to increased costs that cannot be recovered under the current price-cap arrangements.

We have collaborated with Energy UK to produce their response and as such their response to each of your questions may be taken as ours. For clarity in question 8, we support the proposed weighting between the three incentives.

If you have any questions, please do get in touch.

Yours sincerely

Paul Clark
Head of Smart Industry and Regulatory Engagement
OVO Metering