



Utility Customer Service Management Ltd.

Submission to Ofgem

Forward Work Programme 2016-17

Trust and Confidence

Utility Customer Service Management fully supports the set time scales for Ofgem to provide the first substantive response to Customer within 10 working days. Our own experience has been sadly lacking in this area when we have sent letters to senior staff at Ofgem, had the delivery confirmed and yet zero response is given even when reminders given. It is with this background we would seek that Ofgem confirm that such time scales indeed applies to senior staff within Ofgem.

Determination/Derogation

We note in the text that Ofgem have a statutory duty to handle requests for determination if they fall within their powers and yet no mention is made of the fact that Ofgem do sometimes refuse such requests as has been the case on at least one occasion from Utility Customer Service Management Ltd. Clearly, with a view of maintaining Trust and Confidence, Ofgem should (we feel) be 100% transparent about their interpretation of "statutory duty".