

Question 1:

Do you agree with our analysis that shows that publishing the SPR will promote the interests of consumers? Please support your answer.

The supplier Report Performance will encourage customers to switch to a supplier where the standards are high, or performance is above satisfactory. This could result in a large number of switches to the best performing supplier resulting in increased workload for the supplier above and beyond the established working resources.

Whilst this enhances the profile of that supplier, it will markedly put the supplier under workload strain and this extra workload is disproportional to the benefits received for the supplier administering the scheme. For example the qualifying costs for registering and maintaining FIT customers is negligible (almost nothing) when compared to the amount of work for the supplier to establish the working framework and compliance procedures, and ultimately rolling out the scheme as well as the costs of the IT systems and staff. If the SPR is published then the qualifying costs of the scheme should also be published alongside to display the amount of money the government allots to the supplier for each customer to run the scheme, as under current conditions providing this service comes at a considerable disproportionate cost to smaller suppliers.

Question 2:

Do you agree with this method of scoring and the definitions we are proposing? If not, what alternatives do you suggest?

I agree

Question 3:

Do you agree with the data we plan to publish?

I agree

Question 4: Do you agree with our proposed timings of publication?

Can we clarify how scoring would look before the SPR program goes live on the website?

This is relevant as we would want to ensure 100% compliance for any published information and we don't yet know how historical information would look.

Question 5: Do you have any comments on the SPR webpage we propose?

No