

Utilita have reviewing the Supplier Performance Report consultation and have provided our responses below:

Question 1: Do you agree with our analysis that shows that publishing the SPR will promote the interests of consumers?

Utilita agree with Ofgem's analysis that publishing the SPR will promote the interest of consumers. Utilita agree that the industry should be as transparent as possible and publishing the SPR will contribute towards that.

Question 2: Do you agree with this method of scoring and the definitions we are proposing? If not, what alternatives do you suggest?

Utilita agree with Ofgem's method of scoring. Utilita feel that the level of scoring is fair, and the categorisation of each incident is fair. Utilita agree that using maximum scores across the categories will provide a fair representation of each supplier.

Question 3: Do you agree with the data we plan to publish?

Utilita agree with the data that Ofgem plan to publish. Utilita agrees with the timescales given to suppliers to raise queries or concerns about the scoring before they are published, Utilita feels that this time frame ensures that process can be amended if required and action plans can be put into place.

Utilita would like Ofgem to confirm that communication between suppliers and Ofgem will improve. For example, if a supplier is running behind a deadline – will Ofgem allow the supplier to rectify the mistake if it's simply a processing oversight? Will this be reflected within the score provided? Furthermore, will reasons for non-compliance be catered for within the scoring system. For example if a supplier was aware due to unforeseen system circumstances their submissions would be late, and provided early visibility of this, would Ofgem continue to score the supplier for non-compliance?

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

Utilita agree with the proposed timings of the publication of the information and have no further comment.

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

Utilita do not have any comments regarding the proposed SPR webpage.