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Rachel Clark
Sent by email only
switchingprogramme@ofgem.gov.uk

OVO Energy Response to Ofgem Consultation on UK Link and the proposed Central Switching Service

Dear Rachel,

OVO Energy would like to thank Ofgem for the opportunity to respond to this consultation on the Central Switching Service.

We are fully supportive of the move to a Central Switching Service and believe it will effectively facilitate faster and more reliable switching for consumers.

We believe that the more companies involved in the bidding process the better, and we would like to see the widest and most comprehensive range of options available to ensure that the Central Switching Service is the best that it can be. We would therefore be supportive of required governance changes to allow Xoserve to take part in the bidding process.

However, we do not believe that Xoserve, or any other participant, should have an advantage over any other party involved in the bidding process, and we would like to see Ofgem ensuring that there is a level playing field for everyone.

If you have any further questions on these views, please get in touch at policy@ovoenergy.com.

Kind regards,
The OVO Team