

To: Dennis Berg

Via: ConsumerPolicy@ofgem.gov.uk

18th November 2017

Dear Dennis,

**Response to Statutory Consultation on Back Billing
for Domestic & Micro-business consumers**

Background

Octopus Energy is a growing challenger energy supplier that supplies gas and electricity to domestic homes and businesses in Great Britain. Our largest investor is the Octopus Investments Group, who over the last decade has become the third biggest investor into UK renewable generation in the UK and the largest in solar generation.

We believe:

- That the consumer should be given clearer communication about pricing over a longer period: so that they can choose a tariff that is good for them over the long term, not just the fixed term.
- That long-term good pricing and service can be enabled by some of the same approaches as the eCommerce sector – in the same way that Amazon and budget airlines have done in other sectors.
- That the barriers to switching due to the slow and complex nature of the switch process should be systematically eliminated to make switching quicker and easier (as online shopping and services have provided in other sectors)
- That customer service should be measured by how happy customers are with the service they receive, not a set of defined metrics which often fail to recognise what really matters to consumers

Response to this Statutory Consultation

We were happy to comply with this when it was part of the voluntary codes, and are supportive of the prescription in the Licence conditions.

Yours Sincerely

Greg Jackson
Founder and CEO, Octopus Energy