



Ofgem  
10 South Colonnade,  
Canary Wharf,  
London,  
E14 4PU

18 November 2020

**Ofgem ref: Consultation on proposal to defer the introduction of new questions for Social, E Ref: Reg238**

For the attention of SOR Helpdesk,

E (Gas and Electricity) Ltd is a medium challenger UK energy retailer focussing on serving prepayment customers through our UK base call centre. We welcome the opportunity to respond to this consultation and support the need to defer the proposed revision to SOR until 2022.

1) Do you agree with our proposal to defer the revisions to SOR to 2022?

Yes, with suppliers additional RFI requirements due to Covid, we support the need to defer the SOR revision and would suggest that Ofgem review again in 2022 the requirement to provide additional information.

2) Do you agree with our proposal to allow suppliers to submit a nil / zero return for the questions that would otherwise have been removed from the SOR question set?

Yes, we support this proposal and would suggest that Ofgem reaffirm the questions identified in the consultation annex within their final decision paper that can have Nil values recorded and for which SOR submissions periods this would be applicable for.

Please contact me in the first instance should you require any further information.

Yours sincerely

Richard Masterson  
**Regulation & Compliance Manager**



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