



Citizens Advice Scotland's response to Ofcom's further consultation on recovering consumer advocacy costs

July 2019

Introduction

1. Citizens Advice Scotland ('CAS'), our 59 member Citizen Advice Bureaux ('CAB'), and the Extra Help Unit, form Scotland's largest independent advice network. Advice provided by our service is free, independent, confidential, impartial and available to everyone. The aims of the Service are:
 - To ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available; or through an inability to express their needs; and
 - To exercise a responsible influence on the development of social policies and services, both locally and nationally.
2. The CAS Utilities Policy Team puts consumers at the heart of policy and regulation in the energy, post and water sectors in Scotland. We carry out research and gather evidence, which we use to improve outcomes for consumers.

Response

1. Citizens Advice Scotland welcomes the opportunity to respond to Ofcom's further consultation on recovering consumer advocacy costs.
2. We note that the changes Ofcom proposes to make to Consumer Protection Condition 1 are intended to provide clarity and certainty regarding the exclusion of international letters and parcels revenue from the scope of the cost recovery mechanism for consumer advocacy in post.
3. We understand that these proposed changes are more reflective of Ofcom's original intent – which was to exclude international mail from the cost recovery mechanism – so we do not have any objections to these changes.



4. We welcome the acknowledgement from Ofcom that this will not preclude us from working on issues related to international mail and parcels in future should the need arise.