

<https://www.ofcom.org.uk/consultations-and-statements/category-1/automatic-compensation>

I am responding to your consultation on automatic compensation.

My response is non-confidential.

The electricity and gas industries have had an automatic compensation system (or guaranteed standards) in place for many years. It has been modified over the years including increasing the value of the compensation. This scheme is appreciated by customers. Ofgem can clearly provide information on the scheme and the reporting processes that are in place to assure Ofgem of compliance. The proposed financial payments are similar to the energy values.

One aspect I cannot see clearly defined in your proposals is any clarity about 'appointments'. The electricity and gas scheme starts with an approach of sometime during the day, an am or pm appointment, but also gives the customer the ability to request an appointment within a 2 hour time slot. There is a balance between the industry that wish to see a broad window for appointments – all day – verse the customers who wish to see a tighter window which a 2 hour slot provides.

The proposals also refer to non-domestic customers. The energy industry has been required to differentiate between micro-business and larger business customers. The micro-business is treated in a similar way to the domestic customer on the basis that they do not have the skill or market power to negotiate something with a large telecoms company.

regards

Tom Chevalier

Director

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A S S O C I A T E S

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