

Consultation response from: End Fuel Poverty Coalition, received by email 11 June 2024

Dear Ofgem consultation team,

You may be aware that the End Fuel Poverty Coalition was a signatory to the joint letter on the ban on acquisition-only tariffs to your Chair (sent by Gillian Cooper of Citizens Advice on Friday 24th May).

We have significant concerns regarding Ofgem's recent proposal to remove the Ban on Acquisition only Tariffs (BAT).

We think the BAT offers clear consumer benefits, and research shows over 90% of consumers think that suppliers should not be able to restrict their best products to new customers only.

Removing the BAT will enable price discrimination against loyal customers, including millions of households who can't switch to a new supplier because they are in debt. It also risks returning the market to the unsustainable form of competition we saw before 2021.

Although the proposal has now been published for statutory consultation, we ask that Ofgem more fully considers the benefits of the BAT, and delays any decision to remove it until after there is a clear path forward on the role and design of price protection.

Please accept this as our submission to the statutory consultation and we look forward to hearing from you in due course. If you wish to see a copy of the letter submitted, please contact Alex at Citizens Advice (cc-ed).

Best wishes,
Simon Francis, coordinator