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**Dear Steve,**

**Re: Ofgem Policy Consultation on Supplier GSOP Payments Inflation Uplift**

On behalf of SSE Energy Solutions (SSE Energy Supply Limited), we welcome the opportunity to respond to the above consultation on uplifting the current supplier Guaranteed Standards of Performance payment. As a non-domestic only supplier, we note that our customers are only covered by the standard relating to suppliers making and keeping appointments, and our response reflects this.

SSE Energy Solutions fully supports Ofgem's proposal to increase the GSOP payment level to reflect inflation. We note that the change is proportionate and reasonable and aligns with uplifts made recently to DNO requirements. Whilst the uplift will impact suppliers commercially, we agree that it is in the best interest of the consumer, and the commercial impact is immaterial. We also consider that a payment uplift may act as an incentive for suppliers to improve their current performance levels, which will ultimately result in improved consumer outcomes.

We understand that timescales for implementation may be impacted by the wider political environment, but generally support the draft timeline suggested by Ofgem. One consideration we wish to highlight is the ongoing discussion with DESNZ around the potential for introducing a new GSOP relating to Smart Metering. We continue to engage separately with DESNZ on this matter but suggest that Ofgem considers how the introduction of any new standard may impact proposed timelines.

Finally, in the interest of consumer fairness, we encourage Ofgem to keep compensation payment levels under review and consider updates in the future in line with market developments.

We would be happy to discuss our response in more detail should this be helpful.

Yours sincerely,

**Christie Thomson**

Senior Regulation Analyst – SSE Energy Solutions