

20 December 2024

**Statutory Consultation**  
**Consumer Standards, 24/7 metering support - UW response**

Domestic Retail Policy Team, Ofgem  
FutureConsumers@ofgem.gov.uk

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Utility Warehouse was one of the first ‘challenger’ brands when it entered the retail energy market over 20 years ago, and we have a unique perspective in that we operate across numerous regulated markets: energy, telecoms and insurance. Today we serve over 1 million households.

**Consultation questions**

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| <b>Q2</b> | <b>Are there any further issues with implementation that we have not considered in this consultation? Please provide any relevant information to evidence the issues.</b>  |
|           | We note there is no reference in the consultation to the cost of providing this service and the need for it to be recoverable within the price cap allowance. We therefore stress that Ofgem must ensure the operating cost methodology and the wider review - currently at statutory consultation stage - allows for this new cost. |