

Letter to Editor in response to the Independent's article 'Watchdog muzzled by fear of energy companies' July 16 2009:

<http://www.independent.co.uk/environment/green-living/watchdog-muzzled-by-fear-of-energy-companies-1748281.html>

July 16 2009

Dear Sir

I'd like to make it clear that Ofgem has not watered down proposals to make energy bills clearer. (Watchdog muzzled by fear of energy companies - July 16). We will shortly publish final proposals on a package of measures to better protect customers including requirements that suppliers send them annual statements setting out the name of the tariff, annual consumption and how much they pay annually. This will arm customers with better information if they wish to switch. We have consulted widely on the package and there should be no doubt that the licence conditions accompanying it will be fully enforceable.

Our proposals have throughout been to introduce over-arching standards which will set clear expectations that suppliers will treat customers fairly at all times. The standards will also be taken into account when enforcing the licence conditions

Yours Faithfully

Alistair Buchanan CBE
Chief Executive
Ofgem