

Statement

15 December 2011

Ofgem statement in response to SSE sales guarantee announcement

Sarah Harrison Ofgem's Partner for Sustainable Development said: "Ofgem welcomes SSE's recognition of the problems we identified in our review of the retail market about the need to restore consumers trust in the energy supply market. SSE is right to point out that this confidence can only be restored by suppliers treating consumers fairly and we welcome this move in that direction. It is good to see that Ofgem's action is having these positive impacts.

"Today's announcement does not alter Ofgem's continuing investigation into whether SSE is, or was involved in misselling on the doorstep and with telephone sales.* We look forward to seeing how SSE promotes this compensation scheme to its existing and former customers."

**The fact that Ofgem has launched investigations should not in any way be taken as implying that the companies involved have breached licence conditions or otherwise broken the law. As part of the investigation process Ofgem will examine any evidence of non-compliance and consider whether there are grounds for exercising enforcement powers.*

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