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Dear Citizens Advice,

OVO Energy is the largest independent energy supplier in Britain. Founded in 2009 by entrepreneur Stephen Fitzpatrick, OVO Energy redesigned the energy experience to be fair, effortless, green and simple for all customers. Today, OVO Energy is a progressive energy company that serves more than 850,000 retail energy customers, striving to deliver clean, affordable energy for everyone. Our core values encompass fair pricing, top customer service, clear and simple information, and innovative technology to make managing energy easier.

OVO Energy would like thank Citizens Advice for continuing to engage with suppliers on the development of the Energy Supplier Rating and providing the opportunity to respond to the consultation. We continue to be supportive of the development of the Tool as a mechanism to improve customer engagement with the industry. However, due to lack of resource, we will not be submitting a detailed response to each question on this occasion. We have summarised our high level positions below.

On the Expansion of the Energy Supplier Rating

Question 1: We agree with Citizens Advice that the current rating tool should be expanded to include smaller suppliers, as per Consultation Question 1 Option 1.

Questions 2-5: We believe that if smaller suppliers were incorporated into the same rating tool, that all suppliers should be considered on the same basis, to enable a consistent comparison across suppliers.

However, as per our response to previous consultations, we would also like to highlight that we still feel the Customer Guarantees metric is not necessarily a fair reflection on the commitments of small/medium suppliers, who often follow the requirements of these guarantees in practice without having signed up due to the associated administrative and membership costs.

On Changes to the Current Rating Tool

Question 6: We agree with this approach.

Question 7: We do not provide webchat or online messaging services, and do not have any additional contact channels to add for consideration. Regarding the exploratory RFI, we record email/telephone ringbacks in a similar manner to inbound customer phone

calls, and therefore would be able to provide similar information - for example the average response time.

Question 8: We agree that a method other than alphabetical ranking should be used to resolve ties, and have no issue with using suppliers' Complaints score to this end. However, as in the example provided in the consultation, this would not necessarily resolve a tie. Therefore a multi-tiered resolution mechanism may be required, ordered according to Citizens Advice's weighting of the metrics.

If you had any further questions please do not hesitate to contact policy@ovoenergy.com

Kind regards,

Tim Dixon