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Dear Steve,

Citizens Advice agrees with your minded-to position regarding uplifting GSOP payment levels to £40. We have no further comments on the drafting of the Statutory Instrument.

We would welcome the opportunity to contribute to a wider review of the GSOP framework in the future. We agree that this should not delay the proposed time frame for this inflation-based uplift. Within a wider review, we would welcome:

- A review of the extent to which the current mechanism functions as a supplier incentive and guarantees minimum standards
- Exploration of the suggestion made by another consumer group (referred to in paragraph 3.27) of the possibility of consumers also reporting breaches.
- Consideration of an expansion of the existing minimum standards to include additional standards such as adherence to back-billing rules and provision of accurate bills.

Yours sincerely,

Will Johnstone

Interim Principal Policy Manager, Energy Retail

Citizens Advice

Patron HRH The Princess Royal **Chief Executive Dame Clare Moriarty**

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