

Consultation Response

About this consultation

Ofgem

¹ Ofgem, 2023. Consultation on a framework for consumer standards and policy options to address priority customer service issues. Ofgem. [Online]. Available at: <https://www.ofgem.gov.uk/publications/consultation-framework-consumer-standards-and-policy-options-address-priority-customer-service-issues>. [Accessed 23/05/23].

² Age UK, 2023. Statutory consultation: Strengthening Financial Resilience (second stage). Age UK. [Online]. Available at: <https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/consultation-answers-and-submissions-to-the-2023-age-uk-response-to-ofgem-second-financial-resilience-consultation-may-2023.pdf>. [Accessed 23/05/23].

³ Ofgem, 2023. Ofgem review reveals that customer service standards of energy suppliers must improve. Ofgem. [Online]. Available at: <https://www.ofgem.gov.uk/publications/ofgem-review-reveals-customer-service-standards-energy-suppliers-must-improve>. [Accessed 03/02/23].

⁴ Ofgem, 2023. Ofgem review reveals that customer service standards of energy suppliers must improve. Ofgem. [Online]. Available at: <https://www.ofgem.gov.uk/publications/ofgem-review-reveals-customer-service-standards-energy-suppliers-must-improve>. [Accessed 03/02/23].

⁵ Citizens Advice and Ofgem, 2023. Consumer Perceptions of the Energy Market Q4 2022. Ofgem and Citizens Advice. [Online]. Available at: <https://www.ofgem.gov.uk/publications/consumer-perceptions-energy-market-q4-2022>. [Accessed 23/05/23].

⁶ Ofgem, 2023. Consultation on a framework for consumer standards and policy options to address priority customer service issues. Ofgem. [Online]. Available at: