



Rebecca Bloomfield
Price Control Manager
Utility Regulator
Queens House
14 Queen Street
Belfast
BT1 6ED

17 December 2024

Dear Rebecca,

Re: Licence Modifications to Energy Suppliers' Licenses in Line with the Utility Regulator's Decision Paper on Energy Supplier Customer Service Levels

I am writing regarding the consultation on Licence Modifications Energy Supplier Customer Service levels.

The Consumer Council

The Consumer Council is a non-departmental public body (NDPB) established through the General Consumer Council (Northern Ireland) Order 1984. Our principal statutory duty is to promote and safeguard the interests of consumers in Northern Ireland.

The Consumer Council has specific statutory duties in relation to energy, postal services, transport, water and sewerage. These include considering consumer complaints and enquiries, carrying out research, and educating and informing consumers.

The impact for Northern Ireland consumers

The Consumer Council responded to the Utility Regulator's previous consultation on customer service levels in May 2024 and we are pleased to now see these measures becoming mandatory.

We welcome the process that sets out the implementation of the new Code of Practice and licence conditions, including the arrangements for monitoring and reporting on the requirements across the four key areas. We hope that the overall consumer experience with suppliers provides an improved customer journey and that when consumers experience difficulties, they are confident to reach out to their suppliers for help.

Views on the overall licence modifications

Based on the full consultation measures and decisions within the [Decision Paper](#) published in November, we commend the Utility Regulator for amending *Consumers in Vulnerable Circumstances*, Measure 3 of the requirement to provide a freephone number for vulnerable

consumers who are on the customer care register.

We note that the triage Measures 5 and 11 of *Customer Contact Centre* have been removed and the Utility Regulator will monitor the supplier systems and processes. However, the amendment to Measure 7 for consumers to receive a call back within two working days will improve the call back times we reported on earlier this year.

We are particularly pleased to see the amendment to *Return of Customer Credit*, Measure 1 as this clearly defines the level of excessive credit and streamlines the process for the consumer.

We welcome the introduction of the licence modifications and look forward to continued collaboration with you and your Utility Regulator colleagues.

Yours sincerely,



Raymond Gormley
Head of Energy