

7th January 2025

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

Dear Rebecca,

Notice and Consultation on Licence Modifications for Setting Direct Debits, Return of Customer Credit and Code of Practice on Customer Service for Domestic Energy Suppliers

firmus energy Supply welcomes the opportunity to respond to the Utility Regulator's Consultation on Licence Modifications for Setting Direct Debits, Return of Customer Credit and Code of Practice on Customer Service for Domestic Energy Suppliers. We support efforts to improve customer service standards and remain committed to working with the Utility Regulator and other stakeholders to support customers, afford them the appropriate protections and improving customer outcomes when interacting with their energy supplier.

We welcome the amendments to selected measures following responses to the Consultation although we still have reservations regarding the proposed modifications in relation to mandated metrics for call handling. firmus energy Supply focus on the quality of response to the customer and resolution at the first point of contact. We are concerned that the mandatory nature of the metrics may prove a risk as suppliers attempt to answer calls within timescales. As the Code of Practice becomes embedded there will be a need to review to ensure that it is delivering the best possible outcome for the customer.

We note the Utility Regulators recognition of the need to balance transparency and effective monitoring with the impact of regulatory burden. We welcome the information paper detailing the monitoring and reporting requirements and would ask that there is continued communication whilst the metrics are being developed.

firmus energy Supply is fully committed to the implementation of the new Code of Practice on Customer Service and the accompanying licence modifications. We look forward to working with the Utility Regulatory and other stakeholders to ensure the successful implementation of these new licence conditions.

Yours Sincerely,

Sharleen Winning

firmus energy Supply