

# Subject: RE: OpEx consultation closing date [OFFICIAL ]

**From: "End Fuel Poverty Coalition"**  
<info@endfuelpoverty.org.uk>

**To: "Price Protection Policy"**  
<[REDACTED]@ofgem.gov.uk>, "End Fuel Poverty  
Coalition" <info@endfuelpoverty.org.uk>

**Cc:** [REDACTED]

**Fri, 14 Jun 2024 15:34:02 +0100**

Hi Cathy,

I understand that both Fair By Design and National Energy Action have responded more fully to the consultation and so we would ask that the rest of the Coalition's support is given to their submissions.

However, we have two additional points to make:

1) We are disappointed that the consultation does not dig deeper into what makes up the operating costs. In the pre consultation discussions with Ofgem, we understood that you would be looking at separating out "essential" operating costs linked to licence requirements around customer service and "non essential" operating costs such as marketing. There can be no justification for Ofgem / energy firms claiming that marketing expenses (such as sponsorship of Premier League football teams or stadia) should be factored into calculations that set energy bills for the vast majority of the public. Figures from in the [Warm This Winter Tariff Watch report](#) found that energy suppliers are spending almost as much on marketing as they do on customer service. Advertising and marketing should be specifically excluded from the operating costs figures you use to benchmark on. This would reduce customer bills overnight.

2) New research being published next week by Future Energy Associates will also look at modelling on the standing charges and splits with unit costs. We would request that this is able to be submitted after the deadline as it will hopefully help to shape your thinking on this issue?

Best wishes,  
Simon

----- Original Message -----

**From:**  
"Price Protection Policy" <[REDACTED]@ofgem.gov.uk>

**To:**  
"End Fuel Poverty Coalition" <info@endfuelpoverty.org.uk>, "Price Protection Policy"  
<[REDACTED]@ofgem.gov.uk>

**Cc:**

"[REDACTED]" <[REDACTED]>

**Sent:**

Thu, 13 Jun 2024 10:45:02 +0000

**Subject:**

RE: OpEx consultation closing date [OFFICIAL ]

Dear Simon,

Thank you for getting in touch.

It is correct that the closing date for submissions to the Operating Cost Allowances Review consultation is this Friday 14 June 2024 We welcome responses from all stakeholders by the stated deadline.

We are bound by strict rules during pre-election period and so the workshop we had intended to do is no longer possible. We recognise that some groups value a workshop-based forum to provide views or to generate discussion around the topic area. If you have factual questions you need answers to in order to be able to respond to the consultation, please do not hesitate to contact me.

Kind regards

Cathy

**Dr Cathy Cui**

Head of Price Cap Policy

Consumer Protection and Retail Markets

Ofgem

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**From:** End Fuel Poverty Coalition <info@endfuelpoverty.org.uk>  
**Sent:** Tuesday, June 11, 2024 5:56 PM  
**To:** Price Protection Policy [REDACTED]@ofgem.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** OpEx consultation closing date

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Hi,

We appreciate that there was a need for Ofgem to remove the consultation event with consumer groups due to purdah restrictions. However this does not appear to have been rescheduled and the closing date for submissions to the consultation is still showing as 14 June.

Is that still the case and how is Ofgem ensuring that the voices of consumer groups can be adequately represented in this consultation given the cancellation of the event?

Best wishes

Simon, coordinator

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