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## **Input into the CMA Draft Orders on Gas Settlement**

### **Background**

Octopus Energy is a rapidly growing independent supplier that started supplying gas and electricity to domestic homes and businesses in Great Britain this year. Our largest investor is the Octopus Investments Group, who over the last decade have become the third largest investor into UK renewable generation in the UK and the largest in solar generation.

We believe:

- That the consumer should be given clearer communication about pricing over a longer period: so that they can choose a tariff that is good for them over the long term, not just the fixed term.
- That long-term good pricing and service can be enabled by some of the same approaches as the eCommerce sector (in the same way that Amazon and budget airlines have done in other sectors).
- That the barriers to switching due to the slow and complex nature of the switch process should be systematically eliminated to make switching quicker and easier (as online shopping and services have provided in other sectors).
- That customer service should be measured by how happy customers are with the service they receive, not a set of defined metrics which often fail to recognise what really matters to consumers.

### **Viewpoint on the Draft Order**

We are fully supportive on the need for more frequent data to provide a more accurate and fair calculation of Gas Settlement.

Yours Sincerely,

Greg Jackson  
Founder and CEO  
Octopus Energy