

Scottish Power

Andrew Ward

6 June 2023

Dear Mr Ward

**Petition P-06-1326 The Senedd should scrutinise the prepayment meter scandal in Wales**

Thank you for coming to give evidence to the Committee. I indicated at the hearing that we might wish to follow up on a couple of points, and I am writing to seek your response on two matters.

First, you said in the session "Every day, we have thousands of people who just decide they would prefer to go on holiday rather than pay for their energy, or prioritise something else."

I was curious, what is the evidence behind this statement? Is it possible for energy suppliers to know the choices that consumers are making?

Secondly, I wanted to clarify the use of debt collectors going forward. During the session you said that Scottish Power would continue to use debt collection agencies, with whom you have a long-term relationship, to recover debts. You said that you "make sure those agencies are trained sufficiently".

Please could you elaborate on this and let us know what kind of training is provided and what monitoring is in place to ensure that all staff have received it?

Thank you again for your engagement in the Committee's work. I look forward to reading your response.

I would be grateful if you could send your response by e-mail to the clerking team at [petitions@senedd.wales](mailto:petitions@senedd.wales).

If you have any queries, please contact the Committee clerking team at the e-mail address below, or on 0300 200 6454.

Yours sincerely

*Jack Sargeant*

Jack Sargeant MS

Chair

Croesewir gohebiaeth yn Gymraeg neu Saesneg.

We welcome correspondence in Welsh or English.

