

Centrica

Chris O'Shea

6 June 2023

Dear Mr O'Shea

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

Thank you for coming to give evidence to the Committee last week. I indicated at the hearing that we might wish to follow up on a couple of points, and I am writing to seek further information on debt collection.

During the session you said that Centrica would no longer use debt collection agencies, and that you would bring the function in house in order to have greater control.

Please could you elaborate on how this will work and in particular what kind of training will be provided to your debt collection teams, and what monitoring you intend to put 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.

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 MS

Chair

Croesewir gohebiaeth yn Gymraeg neu Saesneg.

We welcome correspondence in Welsh or English.