

**Energy pricing inquiry: Steven Fitzpatrick, CEO, Ovo Energy oral evidence follow-up from 8 February**

1. In January 2022, OVO opened a voluntary redundancy programme for 1,700 roles. The process has now been completed, with 1,659 accepted for voluntary redundancy. There were no compulsory redundancies.
2. We reversed the policy of having a higher proportion of front line customer care agents offshore than onshore set by the previous owner of SSE Energy Services.
  - By the end 2022 we will have a higher proportion of customer care agents onshore - made up of multi-skilled agents (our new account management model)
  - We will be offshoring around 300 roles this year. This number is significantly reduced from previous plans and there will remain an overall reduction of offshore roles within Ops & Collections (c. 120) to account for the efficiencies and simplification achieved through replatforming and automation
3. We do not recognise the figures on loans from OVO as claimed by Unite the Trade Union in a press release. We report all our finances on Companies House annually which details any loans to and from the company.
4. Ovo have also sent their latest set of accounts to the Committee; this is included in the circulation.