

Warrington, United Kingdom
1 September 2021

Letter of Endorsement for Janusz Gwiazdowski

I am writing to commend the impressive work which Janusz Gwiazdowski has done during his first term as Co-ordinator and as President of NEON, the National Energy Ombudsman Network. Janusz' leadership as President has been invaluable at a time when the network has faced significant challenges. European energy markets are changing rapidly and Janusz has been at the forefront of rethinking the role which ombudsman institutions can and should play in protecting consumers and in helping industry to become more efficient and competitive. He has built strong links with national ombudsmen across Europe and has enhanced the profile of the network by collaborating with important stakeholders in regulation (CEER) and consumer rights (BEUC).

While Janusz has an excellent understanding of the common challenges and opportunities throughout Europe, he has also continued to make a strong case for what is distinctive about the Polish model and to make sure that the national perspective has a powerful voice. Markets and services are in very different positions across member states and Janusz's advocacy and influence has made him a credible and respected leader in ensuring that NEON's work is directed to tangible benefits.

On behalf of the UK Energy Ombudsman I am pleased to endorse and support his application to serve as Co-ordinator for a second term and I hope we can continue to count on Polish engagement and leadership in the important work of NEON.

Yours sincerely



Matthew Vickers
Chief Executive Officer and Chief Ombudsman
Ombudsman Services (UK Energy Ombudsman)