

Information Note

27 March 2013

OFGEM TAKES OVER CONFIDENCE CODE FOR HOUSEHOLD PRICE COMPARISON WEBSITES

Today Ofgem has taken over management of the Confidence Code - a code of practice for household energy price comparison websites. Until now the code has been managed by Consumer Focus.

Price comparison websites are one of the ways customers can find cheaper energy deals. Websites accredited through the code have to make sure that the prices they quote for energy deals, and the information given about these offers, are shown in a fair and unbiased way.

Using an accredited website should mean the process of comparing energy tariffs and switching is simple and reliable. The websites covered by the code act independently of the energy suppliers. All this ensures customers can be confident about using the services of an accredited comparison site. Ofgem will be reviewing the code this year to ensure that it supports our objectives - which include making the energy market simpler, clearer and fairer.

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Notes to Editors

1. The confidence code is voluntary and has been managed by Consumer Focus since October 2008. The transfer of management to Ofgem follows the Government's review of consumer representation across a range of sectors. The Government has decided that from this April, Consumer Focus will have less of a consumer facing role as it restructures to become the Regulated Industries Unit (RIU) with a primary focus on the energy and postal services sectors. The RIU will work to represent the interests of consumers in these areas and other markets subject to economic regulation.

2. The websites that are accredited under the code are:

energyhelpline.com
Energylinx
Fuelswitch.com
MoneySupermarket.com
myutilitygenius.co.uk
SimplySwitch
switchgasandelectric.com
TheEnergyShop.com
UKPower.co.uk
Unravelit
uSwitch.com
Which? Switch

3. For more information see this link: <http://www.ofgem.gov.uk/domestic-consumers/compare-with-confidence/Pages/index.aspx>

4. More information about Ofgem's reforms for a simpler, clearer, fairer energy market are here: http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?file=RMR_21-02-13.pdf&refer=Media/PressRel

5. Ofgem is the Office of the Gas and Electricity Markets, which supports the Gas and Electricity Markets Authority, the regulator of the gas and electricity industries in Great Britain. The Authority's functions are set out mainly in the Gas Act 1986, the Electricity Act 1989, the Competition Act 1998 and the Utilities Act 2000. In this note, the functions of the Authority under all the relevant Acts are, for simplicity, described as the functions of Ofgem.

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