

Non-Domestic Retail Policy Team
Ofgem
10 South Colonnade
Canary Wharf
London
E14 4PU

20 March 2023

Sent by email to: NonDomesticRetailPolicy@ofgem.gov.uk

Dear Non-Domestic Retail Policy Team

Guidance for Third Party Intermediary Alternative Dispute Resolution scheme criteria

Thank you for the opportunity to comment on the guidance for Third Party Intermediary (TPI) Alternative Dispute Resolution (ADR) scheme criteria.

We have no further additions to add to the proposed criteria. We consider the criteria to be sensible as it is based on Ofgem's approval criteria for redress schemes that is already in use to monitor the effectiveness of the current ADR scheme for suppliers. We also consider the guidance a necessary tool in ensuring any additional ADR scheme is focused on the customer and reaching a fair resolution for their dispute, over any potential commercial interest.

We appreciate due to the lack of regulation in the TPI market that Ofgem does not have the powers to approve or prevent additional providers from setting up an ADR scheme for TPIs. We are concerned at the prospect of customers and suppliers having to navigate multiple ADR schemes, having one ADR scheme underpins a single independent and consistent approach. In other regulated markets it is the role of the regulator to approve and monitor the performance of ADR schemes and customers can access this information from one trusted source. We do not agree that for TPIs it has become the supplier's role to act as regulator in monitoring performance standards, placing more administrative cost and burden on suppliers.

Multiple ADR schemes operating in an unregulated market does not address the underlying concerns about TPI behaviour that has beleaguered the Energy market over the last decade. We would urge Ofgem to work with DESNZ to progress legislation to directly regulate TPIs, instead of placing more administrative cost and burden on suppliers. Currently, the onus is on suppliers to ensure each emerging ADR scheme meets the required guidance to remain compliant with its licenced obligations.

If you have any questions about this response, please contact Chantal Cirino Chantal.Cirino1@centrica.com.

Yours Sincerely

Chantal Cirino
Regulatory Manager, Retail Market Policy
Centrica