
Minutes of the meeting of the Gas and Electricity Markets Authority

From: Lisa Charlesworth (Secretary to the Authority)

Date: 07 and 08 May 2025

Location: London/hybrid

GEMA Minutes for 07 May

1. Welcome

Mark McAllister welcomed the Board to the meeting. No conflicts of interest were noted.

2. Consumer Voice: Consumer Outcomes

The Board noted the presentation that provided insights into consumer experiences of the energy sector with a focus on customer outcomes, and welcomed broader insights presented by guest speakers; Matt Hartley, Director of Engagement, and a frontline adviser from Money Advice Trust, and Jo Causon, Chief Executive of the Institute of Customer Service.

3. Increasing Consumer Confidence

The Board discussed the paper that provided an update on Ofgem's Consumer Confidence programme, with a particular focus on the potential to consider outcomes-based regulation as an option to drive improvements to customer service across the energy sector.

4. Digitalisation deep dive

Further to the publication of Ofgem's Data Best Practice Guidance and Digitalisation Strategy and Action Plan Guidance guided by the Energy Data Taskforce and Energy Digitalisation Taskforce, the Board discussed the paper that provided latest insights to the strategic approach of digitalising the energy system and Ofgem's role to bring value to customers and enable the transition to net zero.

GEMA Minutes for 08 May

1. Welcome

Mark McAllister welcomed the Board to the meeting. No conflicts of interest were noted. The Board approved the minutes of the previous meeting.

2. CEO Report

The Board noted the contents of the CEO report, including an update on the NESO investigation into the North Hyde substation fire incident, and Ofgem's decision on connections reform.

3. Supervision, Compliance & Enforcement Strategy FY2025/26

The Board noted and discussed the paper that set out a strategic approach to the supervision, compliance and enforcement framework of activities in 2025/26.

4. Interconnection update

Further to the published decision on the Initial Project Assessment (IPA) of the Offshore Hybrid Asset Pilot Projects in November 2024, the Board discussed the paper which provided a project update.

Apologies for absence

Sinead Murray (7 May)

Those present

Alena Kozakova
Barry Panayi
Graham Mather
Jonathan Brearley
Jonathan Kini
Mark McAllister
Nick Winser
Tony Curzon-Price
Warren Buckley

Those attending

Akshay Kaul
Melinda Johnson
Neil Kenward
Neil Lawrence
Priya Brahmbhatt-Patel
Sinead Murray
Tim Jarvis

Others present

Lisa Charlesworth (Head of Governance and Secretariat)