Making a positive difference
for energy consumers

Third-Party Intermediaries
operating in the non-domestic
energy market in GB

Email:TPI@ofgem.gov.uk

Date: 25 November 2026

Dear colleagues,

Supporting non-domestic consumers this winter

As we approach winter 2026/27, households and businesses continue to face a challenging energy market. Ongoing events in the Middle East have contributed to renewed volatility in wholesale energy markets, alongside wider economic pressures and increasing non-commodity costs.

Good Third-party Intermediaries (TPIs) play a pivotal role in helping businesses navigate an increasingly complex energy market to find the most appropriate gas and electricity contracts. In contrast, TPIs that do not focus on achieving good customer outcomes can have devastating financial impacts on businesses. Given the current environment, we are writing to all TPIs to reinforce the messages about good practices we set out earlier this year. We are also separately writing to suppliers to remind them of their obligations.

Our expectations

The Energy Independence Bill, introduced to Parliament on 4 November, sets out proposed powers for Ofgem to regulate TPIs. We will be seeking input from all stakeholders in the new year on the shape and content of TPI regulation. This will help us finalise the regulatory rules as soon as the Energy Independence Bill achieves Royal Assent and becomes law. In anticipation of regulation, we recently published guidance[1] that outlines the experiences that customers should be able to expect when you work with them. Some of these outcomes build on existing responsibilities in law that TPIs must already meet. These include duties under the Misrepresentation Act 1967, the Fraud Act 2006, and the Business Protection from Misleading Marketing Regulations 2008.

The three outcomes that we particularly noted customers should experience are:

- **Customers can make informed choices.** Please be clear about who you are, the service you provide and the range of suppliers you search. Provide accurate, balanced information; distinguish facts from advice, and explain the principal terms, benefits and risks of each contract. Customers must not be misled or

[1] https://www.ofgem.gov.uk/guidance/setting-energy-contracts-good-practice

The Office of Gas and Electricity Markets
10 South Colonnade, Canary Wharf, London, E14 4PU **Tel** 020 7901 7000
www.ofgem.gov.uk

pressured into decisions, including through unjustified claims about future prices or market conditions.

- **Services meet customers' needs and represent fair value.** Recommendations should reflect the customer's circumstances and needs, not the TPI benefit from securing that contract. Commission and fee arrangements should be explained clearly, including how much you will receive and how the customer will pay. Review remuneration arrangements to ensure they provide fair value and do not create incentives that conflict with customers' interests.
- **Concerns and complaints are handled fairly and effectively.** Provide a clear and accessible complaints process. Explain how customers can escalate concerns and, where relevant, access a qualifying dispute settlement scheme.

We encourage TPIs to support these outcomes through appropriate staff training and guidance, and by regularly reviewing their scripts, sales practices and internal controls.

Reporting and next steps

We recognise that many brokers and other TPIs already operate in line with these expectations and contribute positively to the market. Where TPIs witness **systemic** instances of poor behaviour by other TPIs or by suppliers, **please do notify Ofgem** using the following link: https://forms.office.com/e/Q5G0KFYvmY. Suppliers and TPIs each have an important role to play in delivering good outcomes for non-domestic consumers. Where we identify concerning practices, we will consider what action is appropriate under the existing legal and regulatory framework and work with relevant partners where necessary. Issues will also shape future regulation.

We know this remains a challenging period for businesses across the energy sector and for the customers you serve. We appreciate the constructive engagement we have had with many TPIs and look forward to continuing to work with you.

Yours sincerely,



Neil Kenward

Director General, Markets
Ofgem

The Office of Gas and Electricity Markets
10 South Colonnade, Canary Wharf, London, E14 4PU **Tel** 020 7901 7000
www.ofgem.gov.uk