



PANEL MEMBERS

Sarah Harrison, Managing Director - Corporate Affairs, Ofgem and Panel Chair

Sarah was appointed Managing Director, Corporate Affairs in April 2005. The Corporate Affairs division is responsible for communications, government relations, consumer affairs and Ofgem's work on fuel poverty and in Scotland. The Division is also responsible for corporate governance, enforcement and compliance, licensing and industry code modifications.

Audrey Gallacher, Head of Company Performance and Consumer Experience, Consumer Focus.

Consumer Focus is a new statutory organisation that champions the interests of consumers across England, Wales, Scotland and for post, Northern Ireland. Audrey's role includes working with the industry to drive improvements in the service that companies provide, and the treatment of consumers, especially vulnerable consumers. Audrey was previously Head of Company Performance, Research & Advice for the consumer body energywatch.

Dr Gill Owen is a Senior Research Fellow at the Centre for Management Under Regulation (CMUR) at Warwick University Business School, Chair of the Public Utilities Access Forum, member of the Government's Fuel Poverty Advisory Group and member of Ofgem's Social Action Strategy Review Group.

Gill was also a member of the Competition Commission for ten years until 2002 and has been a non-executive member of Ofgem's Management Board. She has been a Specialist Adviser to the UK's House of Commons Environmental Committee and an Expert Adviser to the Economic and Social Committee of the European Communities on sustainable energy policy issues.

Gretel Jones, Consumer Affairs Policy Advisor, Age Concern England

Gretel joined Age Concern England in 1997 and is responsible for determining policy on a wide range of consumer issues. Current key issues she is working on are the alleviation of fuel poverty, the future of the post office network, rogue traders, the introduction of digital television and older drivers. She has represented Age Concern on a number of external bodies including CORGI Council, Digital Television Consumer Expert Group and the Advisory body to the Office of Fair Trading's Consumer Codes Approval Scheme. Prior to that Gretel worked for Consumers' Association and then for Consumers International with responsibility for co-ordinating their input into product and service standardisation and related product safety issues. She also spent several years working as a consumer adviser and in consumer education before moving to work in a London local authority economic development department.

Derek Lickorish, Chair of the Fuel Poverty Advisory Group

Derek has 38 years experience in the energy industry. Derek now focuses on Fuel Poverty and Smart metering. He is currently Chair of the Government's Fuel Poverty Advisory Group and a Non Executive Director of Entity Holdings Ltd. He also has his own consultancy business. Derek was employed by EDF Energy as their Chief Operating Officer, Customers Branch, for nearly 5 years and was previously the Customer Service and External Affairs Director at SWEB from 1996. Derek has held several executive positions as well as Senior Management and individual contributor roles. He has also served on the Boards of Private companies and Public and Private sector partnerships in a range of roles including deputy Chairman and Chairman.

OFGEM ELECTRICITY DISTRIBUTION CUSTOMER SERVICE REWARD

Patrick Keaveney, Project Manager, RNIB

Patrick works for the RNIB, the UK's leading charity offering information, support and advice for people with sight problems. The RNIB also fights for equal rights for people with sight problems and funds pioneering research into preventing and treating eye disease. Patrick is the project manager for 'here to HELP', a joint initiative between British Gas and RNIB giving help to people with sight problems. It aims to improve peoples' quality of life and make their homes warmer and more energy efficient. The scheme has already helped over 1,000 blind and partially sighted people.