

Standards of Conduct workshop – 16 July 2012

This provides an agenda for the SOC discussion involving suppliers and consumer groups.	From	CrockettA	13 July 2012
	People invited	SOC stakeholders	
	Date and time of Meeting	16 July 2012	
	Location	9 Millbank, London	

1. Chair welcome and introductions **Ofgem**

2. Background: overview of SOC proposals **Ofgem**

3. Group discussion

3.1. What are the benefits and concerns associated with the overall approach we have proposed **All**

3.2. Consider whether proposed SOC cover all key issues affecting consumers – with a particular interest in stakeholder views based on research and their experience; **All**

3.3. (If the SOC's were to come into force as proposed) discuss ways in which the concerns raised could be overcome **All**

4. Next steps: consumer engagement **All**

4.1. Presentation on the collaborative research **Insight Exchange**

5. Any other business **All**