

RMR:Third party intermediary(TPI) working group 3rd Session

Breakout group discussion

All groups

Topic

'Content of 'the' Code of Practice'

During the last working group session groups 2 & 2B discussed the structure of the OFT Consumer Codes Approval scheme which is used by the OFT as a guideline for organisations when assessing whether a new Code of Practice will be fit for purpose(Please note this applies to other sectors not just Energy)

In this session we will again be using this structure to guide our discussion.

We will be starting to populate the structure with Code clauses. Following this discussion today, we are hoping to make a decision on these sections. We will only return to them after concluding the remainder of the Code, when we consider whether the Code addresses our Objective, and to check for overlaps/consistency, etc.

Provided is a table which shows the following :

1. Column 2: 5 individual core points, mainly chosen from the 'Code of content' section (3) of the OFT framework.
2. Column 3: Description of what each 'point' means and or relates too.
3. Column 4: This is Ofgem's starting suggestion for what should be included for this particular 'point' in a Code of Practice.
4. Column 1 : This will show what your group will discuss incorporating the detail above.

Instructions for groups:

- Please discuss each section in detail using the framework provided.

- Please read the starting suggestion we have provided and use this to guide the discussion.
- If you do not agree with our suggestion, ensure that you provide an alternative suggestion and your reasons why.
- The test against which the level of detail that should be included for each point will be decided on is whether the recommended clause provides a sufficient level of protection for customers.
- When reporting back to the group, please use the structure provided for each point.