




Katie Brennan  
Retail Markets & Research  
Ofgem  
9 Milbank  
London  
SW1P 3GE

Contact us (8am - 6pm weekdays)

 [www.opusenergy.com](http://www.opusenergy.com)

 [gemma.trembecki@opusenergy.com](mailto:gemma.trembecki@opusenergy.com)

 01604 673179

 Royal Pavilion, 2 Summerhouse Road, Moulton Park,  
Northampton, NN3 6BJ

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Dear Ms Brennan

**Re: TPIs exploration of market issues and options**

Please find below the response from Opus Energy to the above consultation.

**Q1** Do you agree with the scope and range of TPIs operating in the energy market, from the information provided?

Yes

**Q2** Do you consider our understanding of consumers' experience of TPIs in the retail energy market is accurate?

We agree that TPIs play an important role in facilitating customer engagement and encouraging switching. We support the need for direct regulation of TPIs to ensure all consumers are adequately protected. We disagree with the statement that 'a significant proportion of consumers interacting with TPIs are subject to mis-selling'. The vast majority of TPIs in the industry are reputable organisations who provide the customer with a quality service. Regulation is needed for the few who are not.

**Q4** What are your views on the existing regulatory measures applying to TPIs?

Current legislation is not adequate to properly ensure good practices. Therefore we welcome Ofgem's work to develop an industry wide code of practice that could be enforced by an independent body and we welcome the intention to seek additional powers under BPMMRs.

**Q5** Do you consider the current formulation of SLC 25 may be acting as a barrier to the development of more face to face multi-party TPI activity.

If a supplier is made liable for the actions of another organisation, additional risk is created for the supplier. It can attempt to mitigate this risk but cannot remove it completely other than by not working with this channel. Hence SLC 25 is likely to act as a barrier.

**Q6** What are your views concerning our near term work to mitigate consumer harm and promote trust in the TPI market?

We welcome Ofgem's work to develop an industry wide code of practice that could be enforced by an independent body and we welcome the intention to seek additional powers under BPMMRs. We consider that together these two approaches will ensure appropriate regulation of TPI activity particularly if combined with a license condition that requires suppliers to only work with TPIs who are covered by the code.

I trust the above is clear but if you have any questions please do not hesitate to contact me. Our response is not confidential.

Yours sincerely

Gemma Trembecki