

Hello,

In response to your consultation, I broadly agree with your proposals.

One of the key issues I and my colleagues come across is the perception amongst consumers that the broker is offering a free service. The requirement for TPIs to disclose their fees (clause 4.4 in the COP) should in theory address this but how can we be sure that the figures quoted are correct? I would like to see a requirement on suppliers to disclose commissions paid to TPIs when requested in writing by the consumer. This probably answers question 7.

In answer to the other specific questions summarized in Appendix 2 of the consultation, questions 1-6, YES but I would add:

Question 2: a consultant may also offer bill validation and supplier dispute resolution services

Question 3: I think the COP only needs to cover TPIs so it is probably not appropriate for organizations who only give advice on energy efficiency to be covered by this COP.

Questions IA1 to IA6 I don't have strong views on. Auditel already offer transparency to clients and mostly work on zero commission. I agree that forcing TPIs to become licensed would cause delay and add cost but your proposed option on governance should not add significant cost. I think these proposals will make the market more competitive and transparent and this is long overdue.

Best Regards
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