



## Ofgem-DECC Independent Suppliers Forum

**Adam Cooper, Ofgem**  
**Stephanie Hurst, DECC**  
02/02/2016

ofgem

Time	Item	Speaker	Applies to
1000	Tea and Coffee available		All
1015	Introduction and welcome	Adam Cooper (Ofgem) and Stephanie Hurst (DECC)	All
1045	Switching Programme – short update and workshop on key areas	Angelita Bradney (Ofgem)	All
1145	Energy Ombudsman Review	Mark Wagstaff (Ofgem) and David Pilling (Ombudsman)	All
1205	Flexibility Project	Nathan Macwhinnie (Ofgem)	All electricity suppliers
1225	Energy Intensive Industries Exemption to FITs and Renewables Obligation (DECC and BIS)	Julie Whiting, Tom Riley (DECC) and Arjan Geveke (BIS)	All electricity suppliers
1245	Networking Lunch		All

Time	Item	Speaker	Applies to:
1340	Future of retail regulation	Adhir Ramdarshan, Niki Sharp, Bruno Sheldon (Ofgem)	Mainly domestic but non-domestics welcome to join
1435	Barriers to Elective half-hourly electricity settlement	Áine Higgins Ní Chinnéide (Ofgem)	Domestic and non-domestics for SMEs
1455	Warm Home Discount	Andrej Miller (DECC)	Domestic
1515	Prepayment Meters	Stew Horne (Ofgem)	Domestic
1545	Closing remarks	Adam Cooper (Ofgem) and Stephanie Hurst (DECC)	All

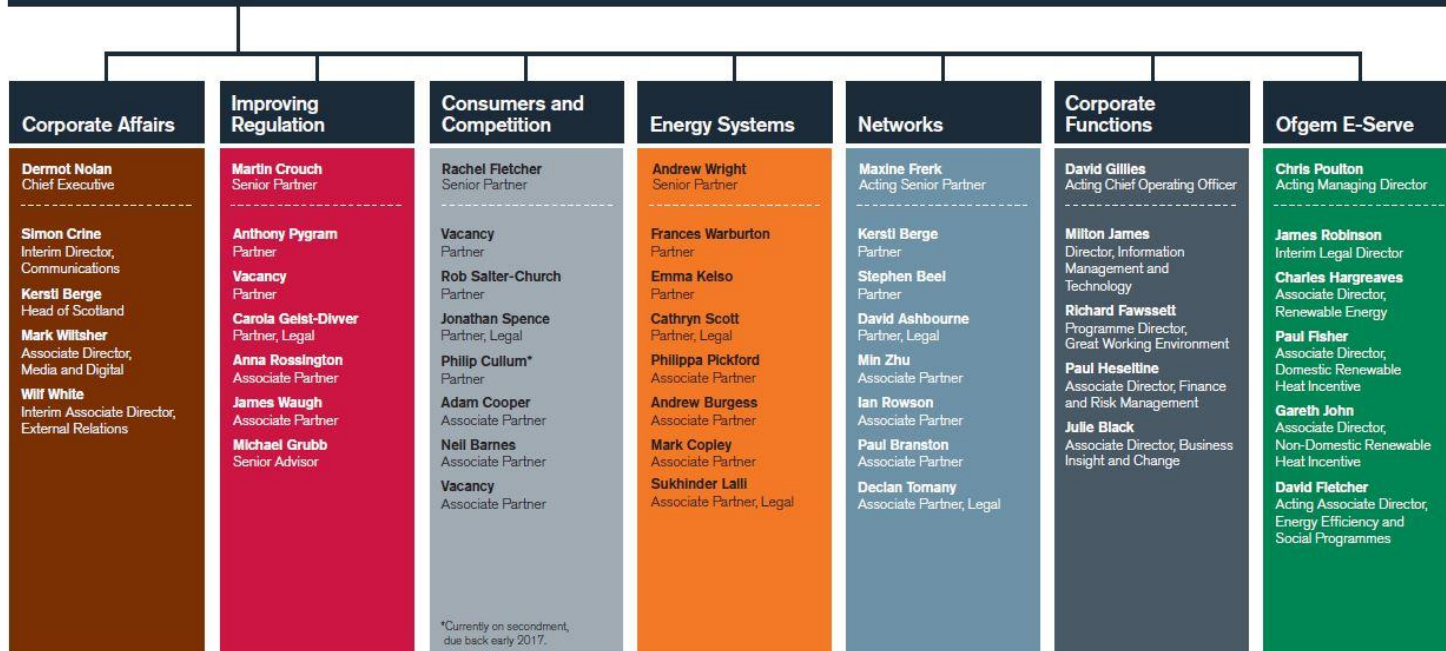
# Welcome from Adam Cooper (Ofgem) Stephanie Hurst (DECC)

February 2016

**ofgem**

## Gas and Electricity Markets Authority

<b>Chairman</b>  David Gray	<b>Chief Executive</b>  Dermot Nolan	<b>Senior Partner, Energy Systems</b>  Andrew Wright	<b>Senior Partner, Consumers and Competition</b>  Rachel Fletcher	<b>Non-Executive</b>  Nicola Hodson	<b>Non-Executive</b>  Jim Keohane	<b>Non-Executive</b>  David Fisk	<b>Non-Executive</b>  Keith Lough	<b>Non-Executive</b>  Paul Grout	<b>Non-Executive</b>  Christine Farnish
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<https://www.ofgem.gov.uk/publications-and-updates/new-organisational-flowchart-ofgem>

# Switching Programme (Ofgem)

Angelita Bradney

[Angelita.Bradney@ofgem.gov.uk](mailto:Angelita.Bradney@ofgem.gov.uk)

*A large number of consumers have never switched and many consider switching to be a hassle they do not have time for*

- 43% of customers say they have never switched supplier
- Consumers perceive switching energy supplier as hassle and the fear of something going wrong during the process is off-putting for many
- Studies have found that reducing anticipated switching times is likely to increase consumer engagement

**If more consumers switch this will strengthen competition leading to innovation, better service and pressure on prices**

***“improve customers' experience of switching, leading to greater engagement in the retail energy market by designing and implementing a new switching process that is reliable, fast and cost-effective. In turn this will build consumer confidence and facilitate competition, delivering better outcomes for consumers”***

- We want to achieve this by designing and implementing a Central Registration Service (CRS) and a new switching process that is reliable, fast and cost-effective
- We expect that this will build consumer confidence and facilitate competition, delivering better outcomes for consumers
- Our aim is to introduce new arrangements by 2019

**To meet this objective we need expertise , leadership and commitment from across industry**

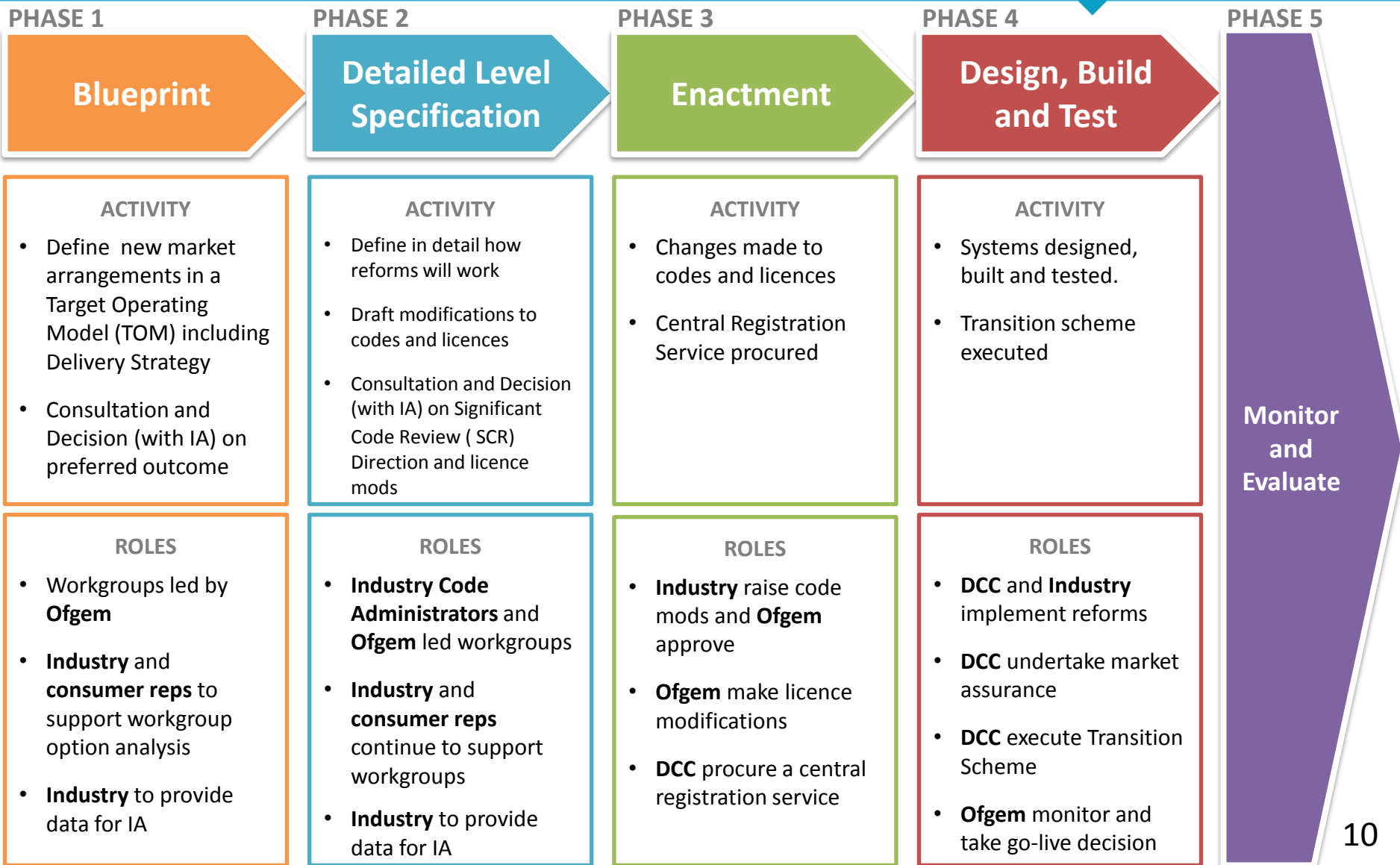


## *In scope*

- All parts of the switching process from the point when a consumer enters into a contract with a new supplier, until they have received a closing bill from their old supplier and an opening bill from their new supplier or have exercised any right to cool-off, cancel the contract and return to the previous supplier
- Reform the switching process for all domestic and non-domestic customers (unless specified)
- Harmonising the gas and electricity processes
- Developing the CRS
- Changes to regulatory framework
- Define and identify a transition and implementation scheme
- Implementing the CRS and all relevant industry parties
- Consumer awareness campaign

## *Out of scope*

- Customer acquisition activities eg marketing
- How suppliers bill customers
- Developing enduring security key arrangements
- Transmission connected customers
- Ofgem's review of objections
- Ofgem's Priority Services Register review
- Industry code consolidation
- Centralising electricity Data Processing and Data Aggregation



## PHASE 1

### Blueprint

#### ACTIVITY

- Define new market arrangements in a Target Operating Model (TOM) including Delivery Strategy
- Consultation and Decision (with IA) on preferred outcome

#### ROLES

- Workgroups led by **Ofgem**
- **Industry** and **consumer reps** to support workgroup option analysis
- **Industry** to provide data for IA

#### External design advisory group (EDAG)

- Scrutinise and challenge proposals coming out of the workgroups
- Advise and make recommendations to Ofgem's Design Authority

#### Business Process Design WG

- Design the CRS
- How the switching process will work in practice
- Data that should be held on CRS and who should maintain/ access it
- Support for settlement, charging, connections etc

#### Commercial WG

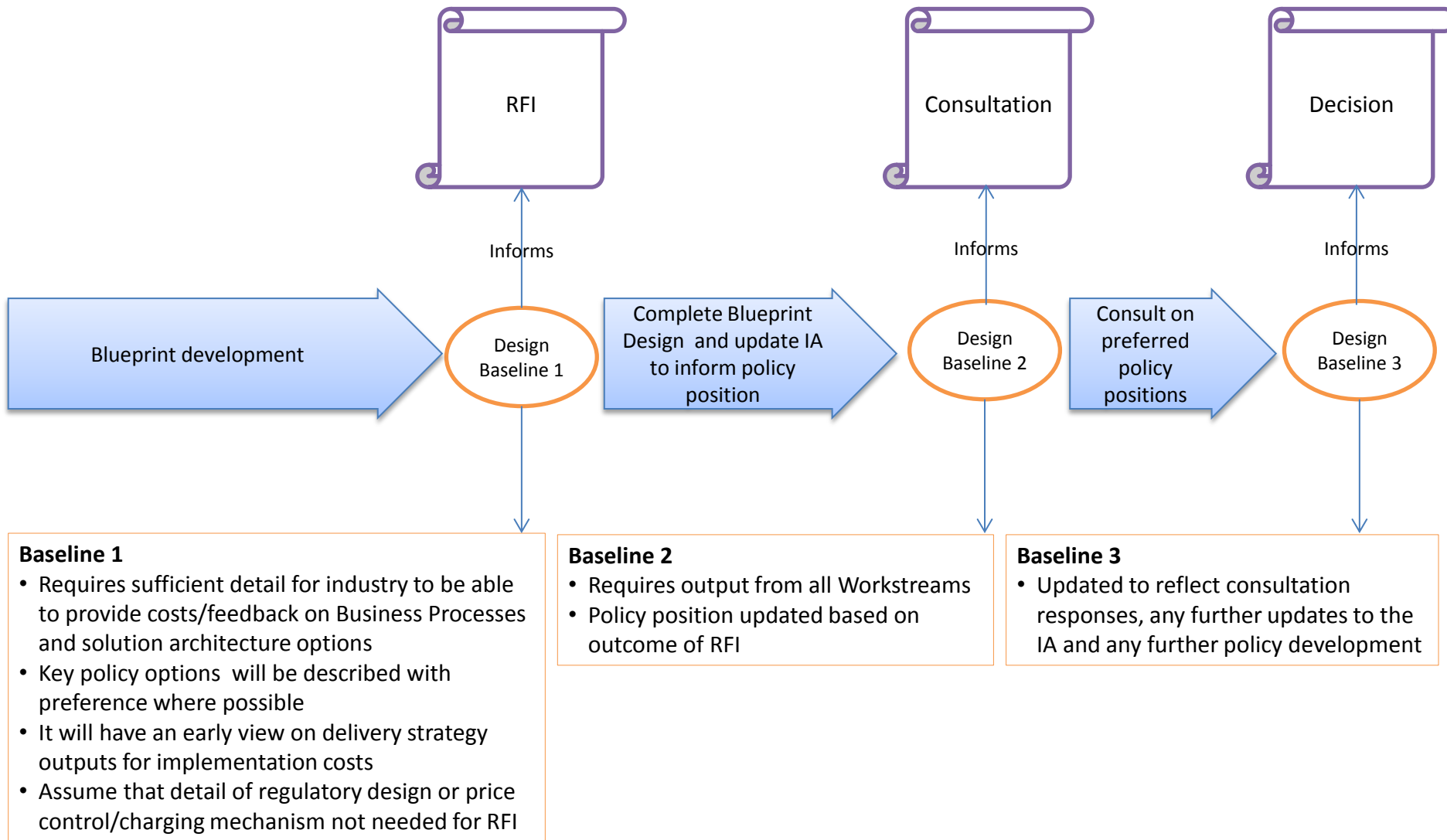
- Framework for DCC procuring and operating the CRS
- DCC's price control
- Proposals for how CRS will be procured and funded, and how current network arrangements will be amended
- CRS charging principles

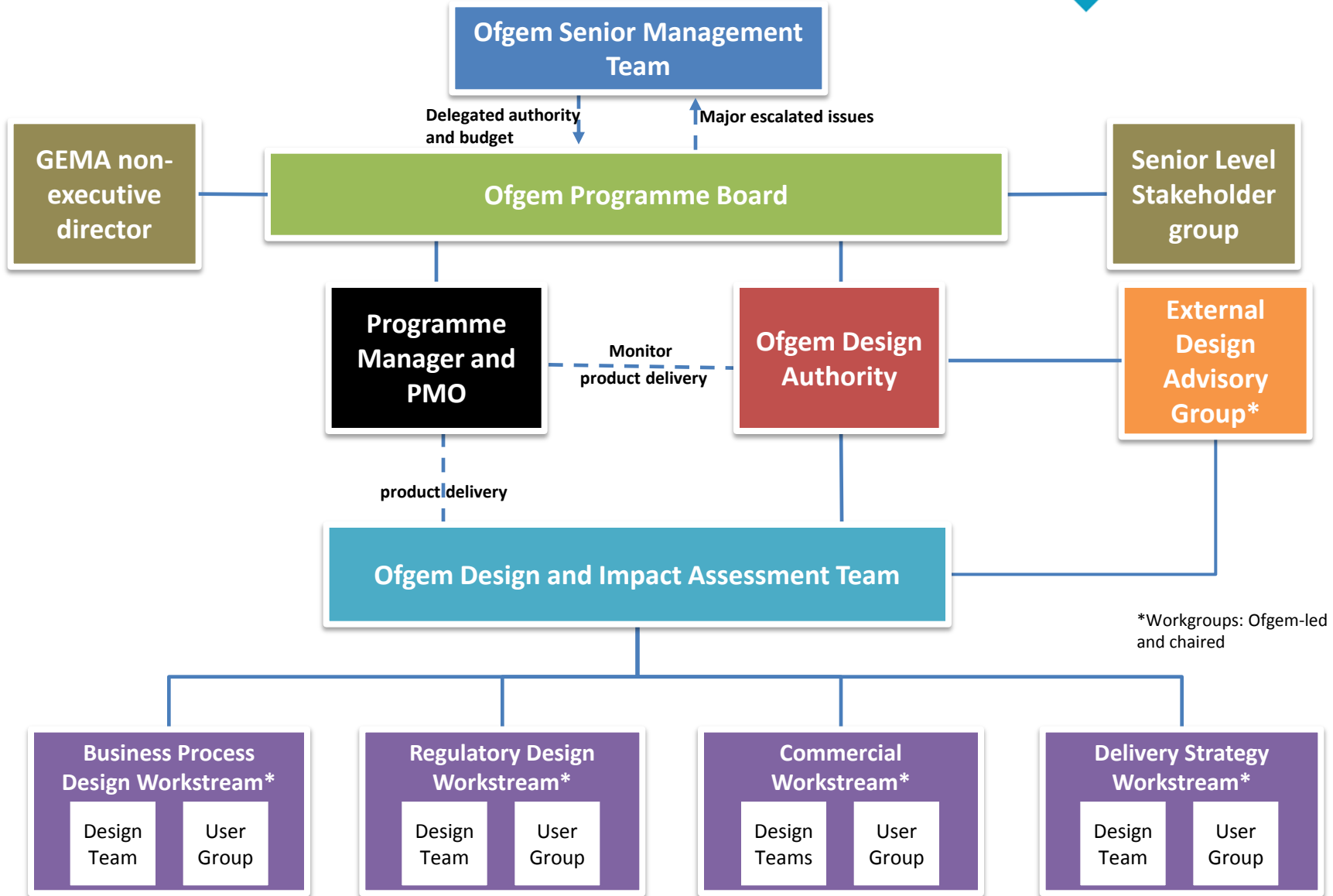
#### Regulatory Design WG

- How governance for the new arrangements will operate
- Licence changes for parties to sign up to the SEC
- Changes to the SEC and other industry codes

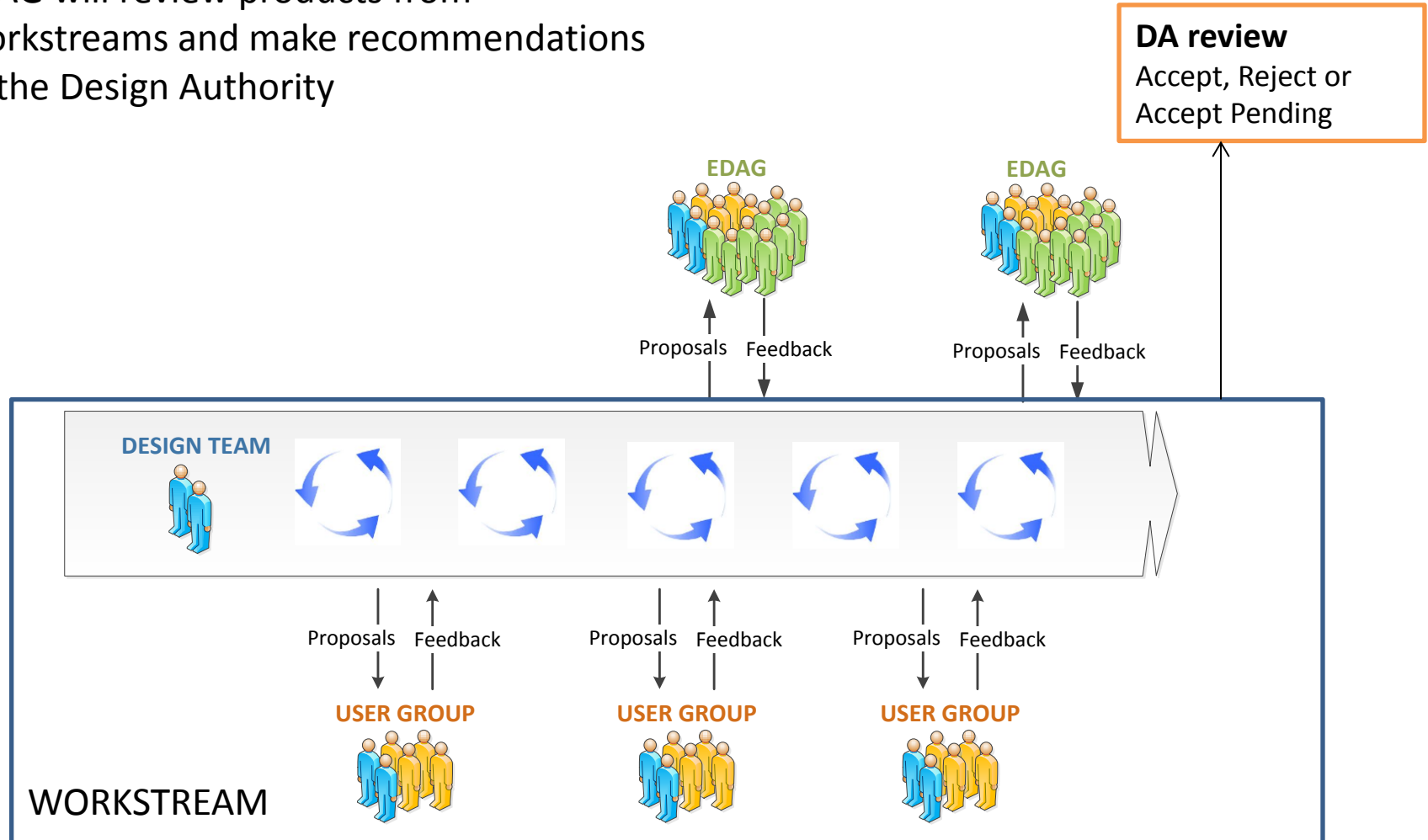
#### Delivery Strategy WG

- Transition, testing and implementation
- How licence and code changes will be choreographed, data migrated etc
- CRS and Market readiness testing
- Transition, data migration and implementation technique





EDAG will review products from  
Workstreams and make recommendations  
to the Design Authority



1. Published documents in November
  - Updated Target Operating Model
  - SCR Launch statement
  - draft ToR for workgroups
  - Stat Con on DCC obligations and funding for transition
2. Received >70 expressions of interest in attending workgroups
3. Held the first Senior Stakeholder Group on 23 November
4. Held 11 Business Process Design Team meetings and 1 User Group, 4 Delivery Strategy Design Team meetings with 1<sup>st</sup> User Group tomorrow, and 3 Regulatory Design Team meetings and 1 User Group

### Senior Level Stakeholder Group

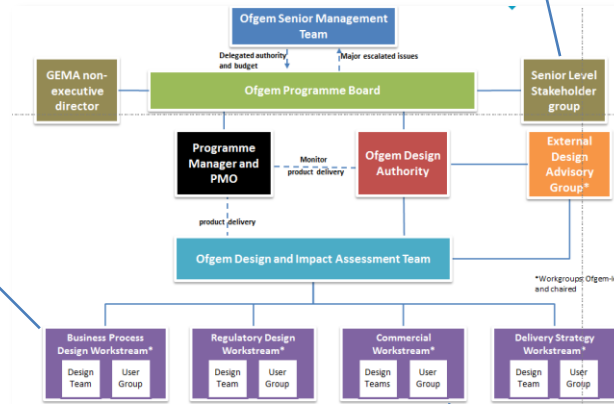
- ICOSS - Gareth Evans
- Cornwall – Ed Reed
- Ovo – Melissa Gander
- Utilita – Bill Bullen
- First Utility – Ed Kamm
- Co-op Energy – Ramsey Dunning
- Extra Energy – Ben Jones

### EDAG

- ICOSS - Gareth Evans
- Cornwall – Ed Reed
- Haven Power - David Crossman
- Ovo – Leyton Jones
- Utilita – Alison Russell
- First Utility – Natasha Hobday

### Business Process Design UG

- Gazprom – Lisa Saycell
- Haven Power – June Mallett
- Ovo Energy – Tom Griffin
- Good Energy – Jeremy Guard
- First Utility – Derek Weaving
- Utilita – Jim Garrett (SME)
- Flow Energy – Richard Mukerji



### Delivery Strategy UG

- Ovo – Tom Griffin
- First Utility – Carl Whitehouse

### Regulatory Design UG

- Haven Power – Jonathan Windeatt
- Good Energy – Chris Welby
- Gazprom – Steve Mulinganie

### Commercial UG

- Ovo – John Flaherty
- First Utility – Natasha Hobday
- Gazprom – Steve Mulinganie



- We listened to views at the July meeting and want to use the next session to workshop policy issues
- We welcome the opportunity to engage bi-laterally and through existing forums
- We would also value your views on how best to engage with independent suppliers, including through this forum

[switchingprogramme@ofgem.gov.uk](mailto:switchingprogramme@ofgem.gov.uk)

#### Other links

- Switching SCR: <https://www.ofgem.gov.uk/publications-and-updates/switching-significant-code-review-launch-statement-and-request-expressions-interest-participate-programme-workgroups>
- Target Operating Model v2: <https://www.ofgem.gov.uk/publications-and-updates/moving-reliable-and-fast-switching-updated-target-operating-model-and-delivery-approach>
- Ofgem website (switching programme area) : <https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/smarter-markets-programme/switching-programme>
- Pre-legislative scrutiny legislation on switching: <http://www.parliament.uk/business/committees/committees-a-z/commons-select/energy-and-climate-change-committee/news-parliament-2015/pre-legislative-energy-launch-15-16/>

- If, following Ofgem's review of the objections process, this is retained as an element of the switching process, how should this be operationalised. In particular:
  - What are the impacts of suppliers being required to maintain a central register of objections on an ongoing basis to allow the Centralised Registration Service (CRS) to see whether a proposed switch would be objected to?
  - What are the impacts of suppliers being asked to object within a shorter time window than currently (eg from several days to within a few hours)?

- Customers can change their mind and cancel a contract within a cooling off period. If this happens after a switch has taken place during the cooling off period, we are exploring what should happen to the customer. We want to understand views on the following potential scenarios:
  - a) The customer reverts to the previous supplier
  - b) The customer is able to choose if they stay on a deemed contract with the new supplier or go back to the old supplier
  - c) The customer stays with the new supplier on a deemed contract

# Energy Ombudsman Review

Mark Wagstaff

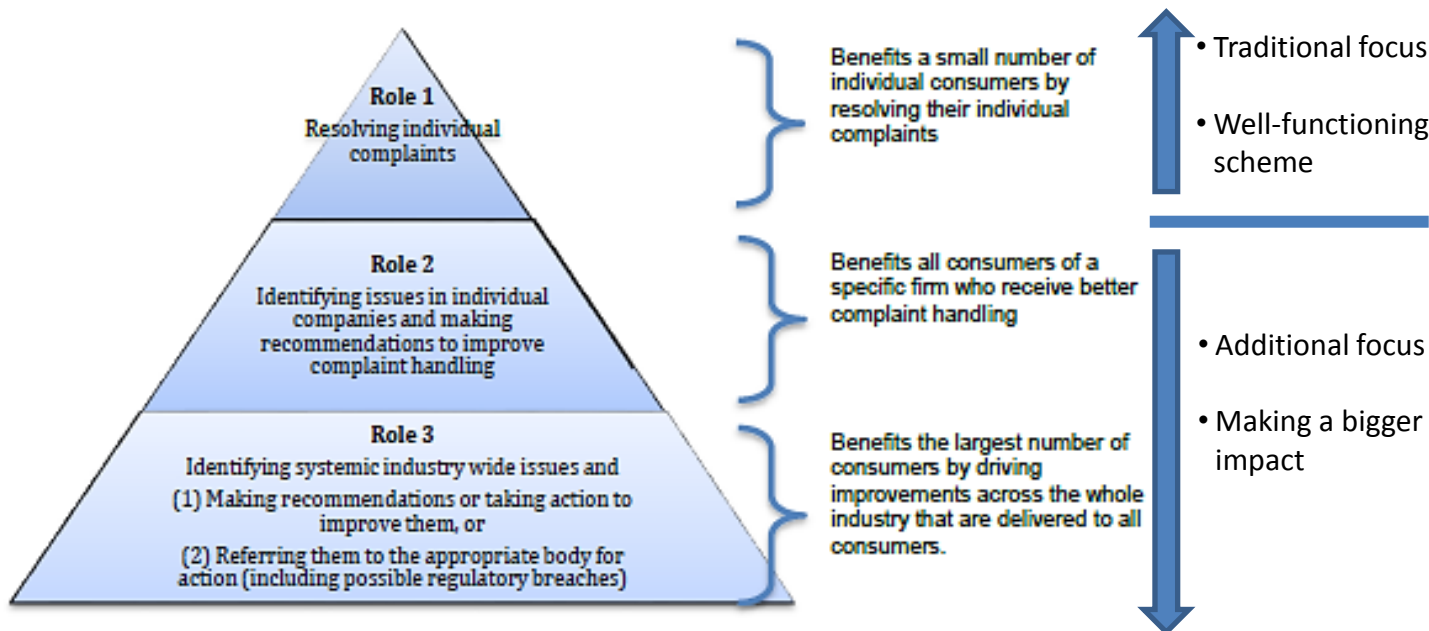
[mark.wagstaff@ofgem.gov.uk](mailto:mark.wagstaff@ofgem.gov.uk)

David Pilling

[DPilling@ombudsman-services.org](mailto:DPilling@ombudsman-services.org)

- Ofgem has a **statutory role to approve the redress scheme** in the energy sector. Ofgem sets the criteria which the scheme has to meet and appoints the provider of the redress scheme. Ombudsman Services: Energy (OS:E) was appointed from 1 October 2008.
- In spring 2015 Ofgem commissioned Lucerna Partners to conduct a strategic and forward-looking review of OS:E.
- The review found that the Ombudsman scheme is **good at delivering its core case handling function and that its governance and funding arrangements are appropriate**. There are opportunities to do more on a number of areas including strategic insight and collaboration.
- The Ombudsman and Ofgem have responded positively to the findings and has formed a **joint working group** to implement the report's recommendations.

Lucerna developed a useful model to consider areas of the Ombudsman's role. We are using this to help structure implementation of the review recommendations



Initial ideas to  
develop  
Ombudsman role

**Role 1:**

- Better insight on quality and efficiency of decision making
- Focus on consumer awareness
- Consider approach to black swan/high impact events (cf. PPI)

**Role 2:**

- Offer advice to companies
- Offer company 'healthchecks'

**Role 3:**

- Enhanced Sector Liaison Panel
- Bring in horizon-scanning – potential to develop risk register
- OSE to become a 'critical friend' for the sector

## Key messaging

- SoS speech October 2015 – strengthening Ombudsman role to investigate systemic issues in the industry
- Ombudsman supplier roundtables

## Joint working

- High level engagement between Ofgem and Ombudsman
- Project workstreams now running including on data, KPIs, and dealing with high impact events

## Next steps

- Development of Ombudsman's new strategic role – further engagement with you during the year
- Aim to run stakeholder events later in 2016

- Working with individual energy suppliers to **build understanding of how to improve complaints handling**. This will take account of the size of the company, what it does and whether it serves a niche market. Early days, but could be potential for tailored, bespoke engagement .
- New systemic role – whole sector benefits from Ombudsman’s new role in identifying industry-wide issues. Potentially greater benefit for independents as they **gain access to lessons learned by others**.
- More opportunities for all companies to **engage with the Ombudsman** to support effective performance.



# Flexibility Project (Ofgem)

Nathan Macwhinnie

[Flexibility@ofgem.gov.uk](mailto:Flexibility@ofgem.gov.uk)

## Agenda:

- Overview of Flexibility Programme
- What has happened so far
- Main deliverables
- Key milestones
- How to find out more

## **Our energy system is changing rapidly**

- Currently, our main source of flexibility is FF generation
- As we decarbonise, simply building more power stations and cables to meet demand when renewable sources are unavailable is neither sustainable nor efficient.

## **We can look at new forms of flexibility**

- Consumers and businesses can make more informed choices about when they use electricity
- We can also use local low carbon electricity to help reduce the costs of transporting it
- We can use current and future electricity system assets in a smarter way to deliver a more efficient and coordinated system

Position Paper: *Making the electricity system more flexible and delivering the benefits for consumers* – published 30 September 2015

Our framework for deciding which actions to prioritise:

- Is there broad consensus among stakeholders that the issue requires prompt action?
- Would addressing the issue depend on future developments of the electricity system?
- Would consumers be affected if the action is not taken promptly?

## Encouraging the transition from DNO to DSO roles

- Providing clarity on the role of the DSO, including interactions with the SO
- Removing barriers to, and identifying steps to facilitate, the transition to DSO roles

## Exploring how to support I&C participation

- Gathering information on the flexibility potential in the I&C market
- Raising awareness of the opportunities and understanding the concerns and needs of I&C customers

## **Clarifying the legal and commercial status of Storage**

- Clarifying the legal and commercial status of storage
- Exploring whether changes to the regulatory and commercial framework are needed

## **Developing the right regime for Distribution Network Charging**

- Investigate the potential reform of distribution charging
- Actively engaging in EU debate, particularly through CEER

## Clarifying the role of Aggregators

- Including clarifying their role in markets and their relationship with other industry participants
- Exploring the need for policy intervention and regulatory oversight

## **Ofgem-DECC Call for Evidence:**

- Ofgem-DECC collaboration as part of Smart Flexibility Joint Project

## **Ofgem specific consultations:**

- To be confirmed



## How to find out more:

- Ofgem Website
- Ofgem LinkedIn page
- Workstream-specific events
- Flexibility mailing list:

[flexibility@ofgem.gov.uk](mailto:flexibility@ofgem.gov.uk)

# Electricity Intensive Industries Exemption from the Costs of FITs and RO (DECC)

Julie Whiting: [julie.whiting@decc.gsi.gov.uk](mailto:julie.whiting@decc.gsi.gov.uk)

Tom Riley: [tom.riley@decc.gsi.gov.uk](mailto:tom.riley@decc.gsi.gov.uk)

Arjan Geveke: [Arjan.Geveke@bis.gsi.gov.uk](mailto:Arjan.Geveke@bis.gsi.gov.uk)

- Government is seeking to switch from paying compensation to Electricity Intensive Industries (EIIs) to introducing exemptions from the indirect costs of the Renewables Obligation and Feed in Tariff schemes.
- DECC and BIS are working together to define the scope of the exemption, including who will be eligible, and the mechanism to deliver it. It is likely it will require changes to RO and FITS legislation and state aid approval.
- We expect to consult on implementing the proposed exemptions in spring of this year and to transition directly from compensation to the exemption as soon as is practical.
- At this stage we are considering options based on the approach taken for the CFD EII exemption.

The decision to replace the current EII RO / FITs compensation scheme with an exemption was announced as part of the Spending Review by the Chancellor on 25 November;

*The government will provide an exemption for Energy Intensive Industries, including the steel industry, from the policy costs of the Renewables Obligation and Feed-in-Tariffs, to ensure that they have long-term certainty and remain competitive (para 1.203, page 52)*

*Moving from cash compensation to an exemption from the costs of renewables levies will save £410 million a year by 2019-20 while providing greater certainty to EIs, including the steel industry. At the same time the government will take offsetting action to mitigate the impact on household energy bills (para 2.79, page 93)*

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/479749/52229 Blue Book PU1865 Web Accessible.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/479749/52229_Blue_Book_PU1865_Web_Accessible.pdf)



- Keeping energy costs down for business and consumers is a key priority for the Government.
- The Government is committed to ensuring that manufacturing is able to remain competitive during the shift to a low carbon economy.
- The relief we provide is intended to help them maintain their competitiveness in the face of competition from overseas businesses that face lower electricity costs.
- It is also intended to reduce the risk of carbon leakage and loss of industrial production in the UK economy.

DECC are working together with BIS to deliver the exemption. We aim to have this in place by 2017/18.

This is a very challenging timescale

Next steps are :

- Publish a consultation in spring on the scope of the proposed changes
- Get state aid clearance
- Make any necessary changes to legislation for the RO and the FIT schemes

We welcome any input from members of the Independent Suppliers Forum in the run up to and during the consultation.

# Networking Lunch

# Future of retail regulation (Ofgem)

Adhir Ramdarshan: [Adhir.Ramdarshan@ofgem.gov.uk](mailto:Adhir.Ramdarshan@ofgem.gov.uk)

Niki Sharp: [Niki.Sharp@ofgem.gov.uk](mailto:Niki.Sharp@ofgem.gov.uk)

Bruno Sheldon: [Bruno.Sheldon@ofgem.gov.uk](mailto:Bruno.Sheldon@ofgem.gov.uk)



## Today we want your views on:

### 1. What should the future rulebook look like?

- Where could it be beneficial to remove / retain prescription?
- What benefits and challenges could arise under a more principles-based framework?

### 2. If there is greater reliance on principles, **how do you want Ofgem to support you in understanding the rules** e.g. format of guidance, engagement?

## Indicative timings:

- Question 1 – 20 mins
- Question 2 – 15 mins
- Feedback to group – 10 mins

**Scope** – Currently focused on domestic retail supply licences.

**Objective** – Shorter, more comprehensive rulebook that relies more on principles and reduced unnecessary prescription. Ultimately, improved consumer protection and a more flexible, innovative retail market.

**Consultation on way forward** – Consultation published in December. Responses due by 11 March. We hope to publish our response in the summer.

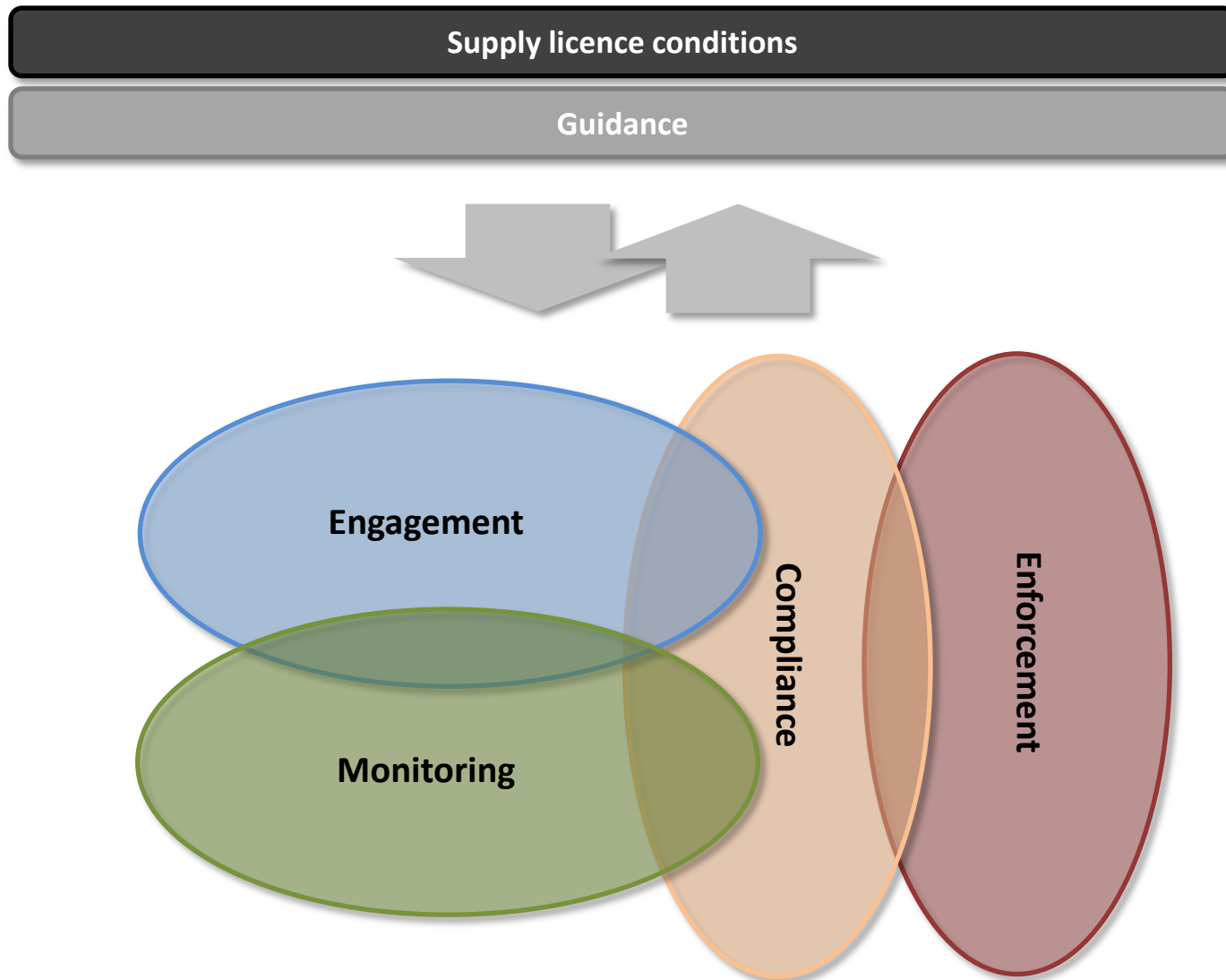
Improved  
consumer  
outcomes

This is not  
deregulation

Flexible and  
durable

Onus on  
suppliers

Increased  
dialogue



### Broad principles-based rules

High-level principles are sufficiently generic to sit across multiple areas of policy.

An existing example is the Customer Objective in the Standards of Conduct (SLC 25C), that customers should be “treated fairly”.

### Narrow/thematic principles-based rules

Specific principles are higher-level requirements than prescriptive rules but, unlike broad principles, apply to specific policy areas.

An existing example is that suppliers must take all reasonable steps to ascertain a customer’s ability to pay when in payment difficulties (SLC 27.8).

### Prescriptive rules

Prescriptive rules specify detailed obligations that suppliers must meet.

For example, “the licensee must provide a Written copy [of a Tariff Information Label] to that person free of charge within 5 days after the day the request was received...” (SLC 31B.3).

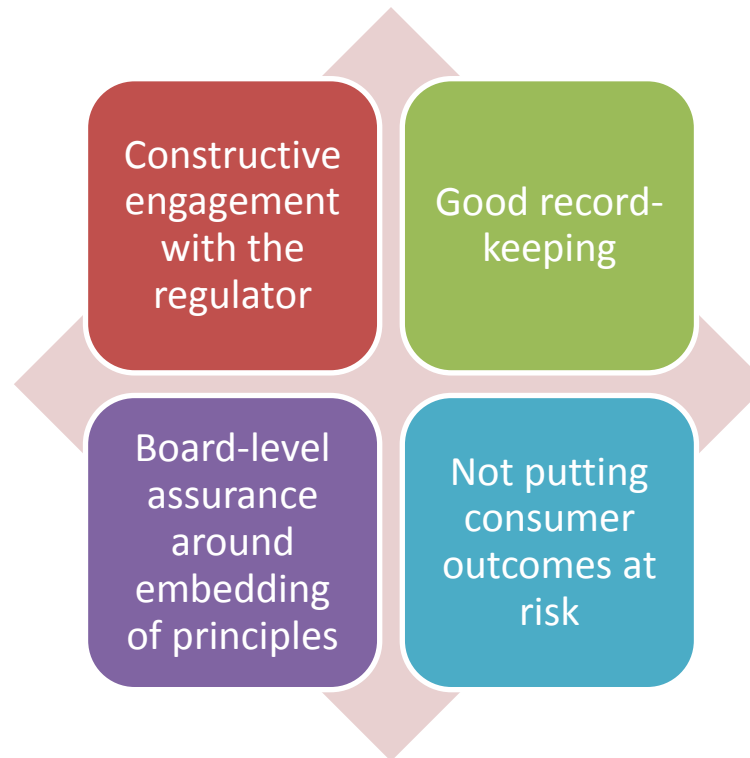
### Guidance

Guidance can be issued to provide clarity around existing obligations (prescriptive or principles-based).

What parts of the  
rulebook lend  
themselves to  
broad / narrow /  
prescriptive  
rules?

### Thinking about the rulebook:

1. Where could it be beneficial to remove / retain prescription?
2. What benefits and challenges could arise under a more principles-based framework?



## What is guidance?

- **Scope:** *“any piece of written information made available by Ofgem to all relevant parties to aid their understanding of the rules”*
- **Status:** *not having had regard to guidance could indicate a potential breach*

## Key proposals in the consultation:

- An important but limited role for guidance
- Enhanced one-to-one engagement
- Wider sharing of good and bad practice
- An easily accessible guidance hub
- Guidance around revised SLC 25?

**Thinking about a world where we have greater reliance on principles, how do you want Ofgem to support you in understanding the rules?”**



# Feedback session



- We are holding a workshop for stakeholders on the future of retail market regulation on the 03 February 2016.
- Our consultation opened on the 18 December. We would like to hear your views. The deadline for comments is 11 March 2016.
- We are continuing with our ongoing engagement through bi-laterals and are happy to engage via phone or email.
- Please contact us on [FutureRetailRegulation@ofgem.gov.uk](mailto:FutureRetailRegulation@ofgem.gov.uk)



# Barriers to Elective Half-Hourly Electricity Settlement (Ofgem)

Áine Higgins Ní Chinnéide

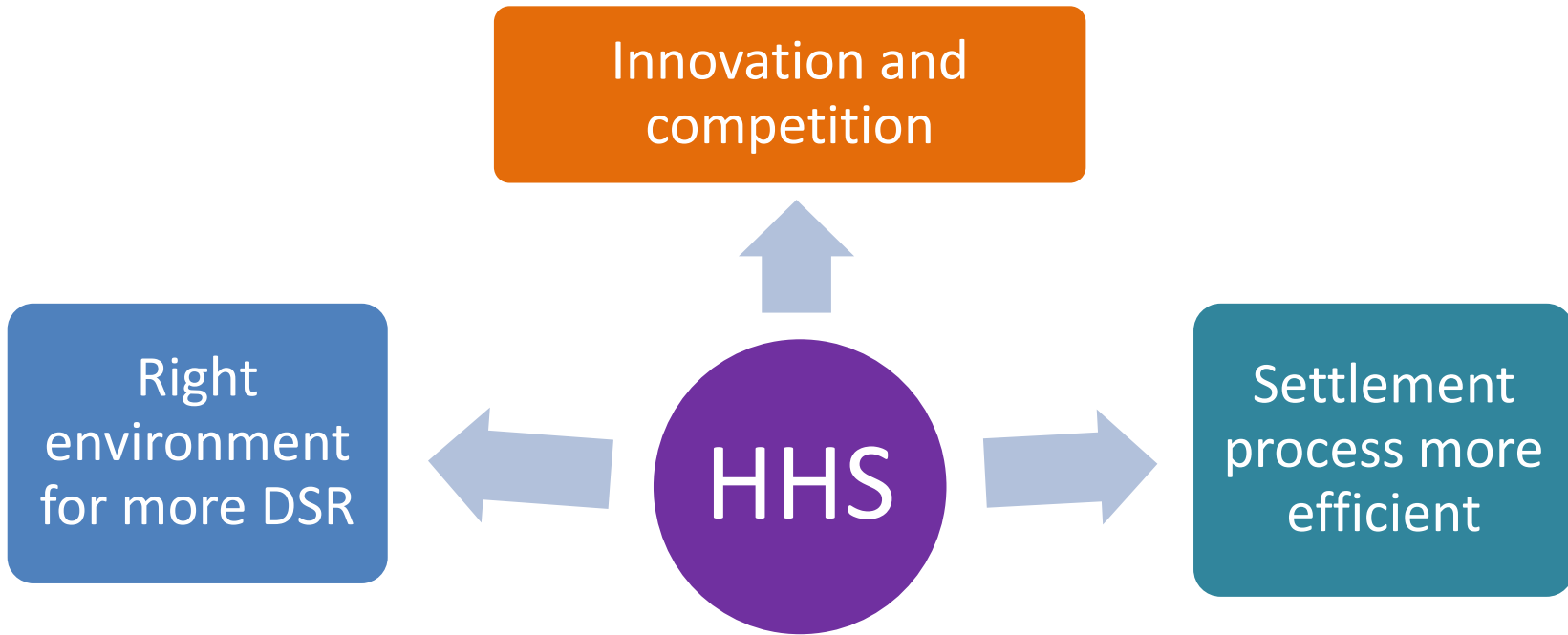
[Aine.HigginsNiChinneide@ofgem.gov.uk](mailto:Aine.HigginsNiChinneide@ofgem.gov.uk)

## What is the policy?

- To **identify and remove barriers** to cost-effective elective half-hourly settlement (HHS) of domestic and small non-domestic electricity consumers (Profile Classes 1-4)

## What is the context for this policy?

- Smart meter roll-out
- Significant changes to the energy system: further technological developments, changes in the generation mix and the rise of new business models



Lower bills, reduced environmental impacts, enhanced security of supply and a better quality of service

## How does it fit in with other work on settlement?

- Having listened to industry feedback on the amount of concurrent regulatory change, we are focussing initially on elective HHS
- Elective HHS is also the first step in the envisaged move to mandatory HHS
- Builds on previous work with our Electricity Settlement Expert Group
- Mandatory HHS already approved for medium non-domestic consumers (Profile Classes 5-8)

## What are the links to other organisations?

- Project agreed with the Secretary of State – part of collaborative work with DECC to move to a smarter, more flexible energy system
- CMA indicated in its Provisional Findings that the lack of a plan for moving to HHS is having an Adverse Effect on Competition
- Elexon has been running a Settlement Reform Advisory Group

## Who is affected?

- Suppliers and supplier agents who choose to settle their customers on a half-hourly basis may need to make changes to their IT systems
- Some changes may be required to central systems

## How will it be implemented?

- Two batches of work
  - 1. Build on the work of the Settlement Reform Advisory Group (SRAG)
  - 2. Address additional or wider barriers raised by stakeholders
- Reforms will go through the usual processes of Change Proposals (for code subsidiary documents) and, if required, modifications (for codes)

## When?

- Our aim is to enable cost effective HHS by early 2017

## Next steps

- Open letter published on 17 December; deadline for responses was 29 January. However **we are still interested in discussing barriers to elective HHS with parties – if you have views, please get in touch in the next couple of weeks**
- We may seek to speak to stakeholders on an individual basis to clarify our understanding of points raised in responses
- We will publish a summary of responses to our open letter in March
- We welcome feedback and suggestions on further ways of engaging with independent suppliers
- We are also consulting through our draft Forward Work Programme on our proposal to launch a Significant Code Review for mandatory HHS – deadline for comments is 17 February

# Warm Home Discount (DECC)

Andrej Miller

[Andrej.Miller@decc.gsi.gov.uk](mailto:Andrej.Miller@decc.gsi.gov.uk)



# Prepayment Meters (Ofgem)

Stew Horne

[Stew.Horne@ofgem.gov.uk](mailto:Stew.Horne@ofgem.gov.uk)

It is important that prepayment customers can access competitively-priced deals and are treated fairly.

We want to ensure that prepayment customers can not only **switch to another prepayment deal**, but where appropriate, to **another payment method** to access better deals.

**Relevant to all domestic suppliers** – whether they currently market a PPM offer or not

**All domestic suppliers** have to consider how and when they might use prepayment to manage debt.

## PPM continued to grow in 2014

4.5 million electricity accounts - up 2%

3.4 million gas accounts - up 4%

## PPM consumers more likely to be :

- On lower incomes (below £16,000)
- In debt (60% installed due to debt)
- In fuel poverty - 21% (England)
- Located in Scotland and Wales
- Younger age group (16-34)
- Tenants

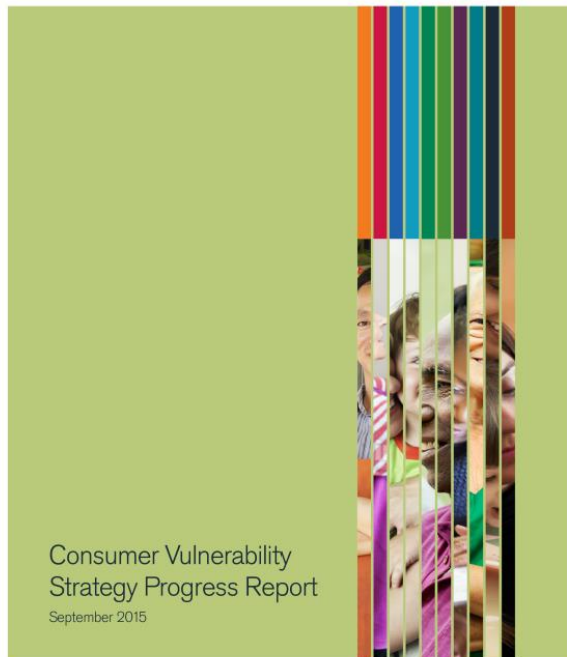
**Switching to better deals is a problem** - potential savings of up to £300 by moving from SVT PPM to cheapest credit - but switching from PPM to credit is low - 3%

[Progress report \(September 2015\)](#)

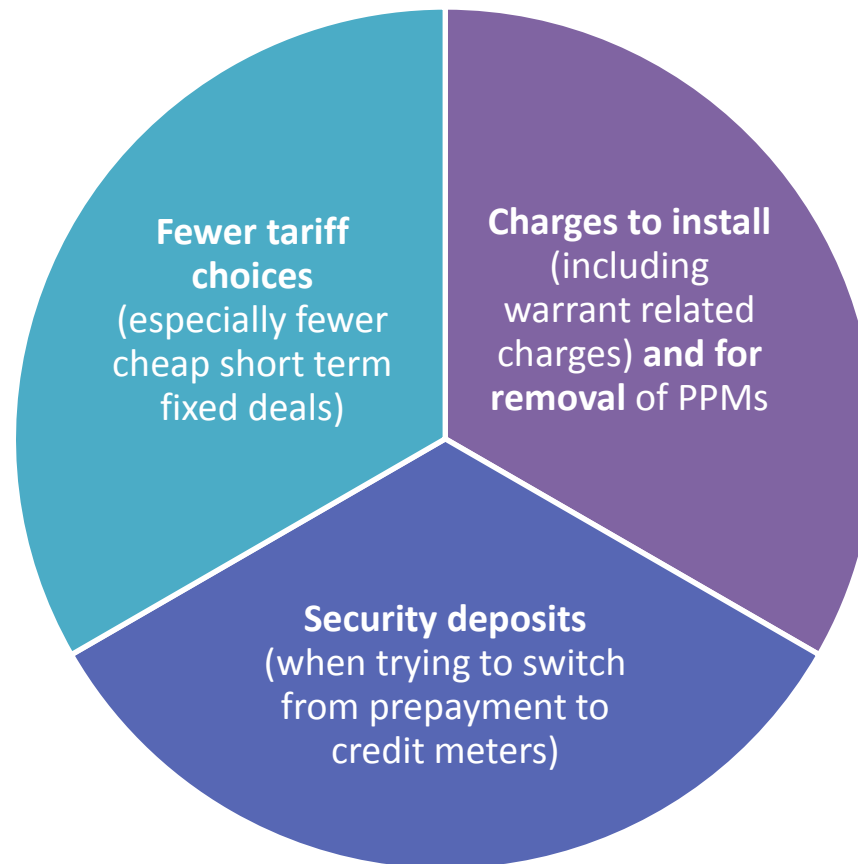
[PSR consultation \(Dec 2015\)](#)

[PPM Consultation \(Dec 2015\)](#)

Simpler, clearer PPM guide (2016)



Prepayment customers can face particular barriers when trying to access competitively priced deals:



### Installations performed under warrant

- measures that could reduce or remove costs for consumers in vulnerable situations who may go through the warrant process
- includes improved identification of vulnerability and/or capping charges.

### PPM installation and removal charges

- suppliers should keep their approach to charging under review to deliver fair treatment to PPM customers.
- since June a further six suppliers have ended these charges.
- four suppliers are reviewing their policy

Review of tariff options (technical barriers) and use of security deposits - under scope of CMA investigation

**Responses due by 25 February 2016**

[https://www.ofgem.gov.uk/sites/default/files/docs/final\\_consultation\\_ppm\\_0.pdf](https://www.ofgem.gov.uk/sites/default/files/docs/final_consultation_ppm_0.pdf)

## Consumer outcomes:

- We expect warrant charges to be applied fairly for all consumers
- We want to reduce impact on the most vulnerable
- We expect suppliers' warrant practices to be transparent and fair

## Consultation options:

### Option A

- End warrant charges for consumers in vulnerable situations, and
- Set out clear expectations of supplier behaviour

### Option B

- End warrant charges for consumers in vulnerable situations
- Cap charges for all consumers (one level cap), and
- Set out clear expectations of supplier behaviour

### Option C

- Cap charges for all consumers (two level cap), and
- Set out clear expectations of supplier behaviour

- **Question 1:** Do you agree with the scope of warrant charges?
- **Question 2:** Do you agree with the desired consumer outcomes?
- **Question 3:** Which option set (A, B or C) do you think will be most effective in meeting our consumer outcomes?
- **Question 4:** Should cases of energy theft or wilful damage to meters be exempt from our proposals?
- **Question 5:** *For licensees:* please explain how you identify vulnerable consumers and provide details of how any such policy or procedure is monitored and reviewed?

- Significant progress made by industry already
- Links to the CMA's proposed remedy,
- We think all suppliers should keep their approach under review to deliver fair treatment to PPM customers,
- But if we find that PPM customers are suffering detriment we will consider taking further steps to protect them.

Supplier	Update since June 2015
Better Energy	Ended charges (Nov 2015)
British Gas	Do not charge
Ecotricity	Announced ended charges Nov 2015 – changes take effect 4 January 2016
EDF Energy	Do not charge
E.ON	Do not charge
Extra Energy	Undertaking a six month trial ending charges: August 2015 – February 2016
First Utility	Do not charge
Good Energy	Do not charge
Green Energy	Ended charges (Nov 2015)
LoCO2 Energy	Ended charges (Nov 2015)
Npower	Announced ended charges Nov 2015 – changes take effect early 2016
Scottish Power	Do not charge
Spark	Ended charges (Nov 2015)
SSE	Do not charge
Utilita	Do not charge



# AOB/General Discussion

# Closing Remarks and Feedback Forms

**Ofgem is the Office of Gas and Electricity Markets.**

**Our priority is to protect and to make a positive difference for all energy consumers. We work to promote value for money, security of supply and sustainability for present and future generations. We do this through the supervision and development of markets, regulation and the delivery of government schemes.**

**We work effectively with, but independently of, government, the energy industry and other stakeholders. We do so within a legal framework determined by the UK government and the European Union.**