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| Consumer Progress Panel | | | |
| Consumer progress panel on CMA remedies |  |  |  |
| Date and time of Meeting | 15 February 2017 15:00 - 17:00 |  |
| Location | Ofgem, Millbank |  |

# Present

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| Liz Barclay (LB) | Panel member |
| Sharon Darcy (SD) | Panel member |
| Christine Farnish (CF) | Panel member |
| Trisha McAuley (TMA) | Panel member |
| Jane Vass (JV) | Panel member |
| Jonathan Spence (JSp) | Ofgem, Chair |
| Ofgem PMO team |  |
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| Apologies:  Rhys Evans | Panel member |
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# Remedy scrutiny

* 1. The panel discussed:
     1. consumer issues and potential mitigation stemming from the CMA’s recommendation that the whole of market (WoM) requirement be removed from price comparison websites (PCWs) signed up to Ofgem’s Confidence Code.
     2. the broader role of PCWs in supporting consumer engagement.
  2. The panel noted the view that PCWs might compete more effectively once WoM requirement was removed but questioned how effectively this competition would benefit those who were not already engaged and questioned whether more could be done to encourage engagement. Elements that were considered important were how to extend services to those currently not using technology and the information provided at the time of switching.
  3. The panel considered the impacts of likely technological development. It was agreed this had significant potential for disruptive change but also brought new requirements for regulation.
  4. It was noted that the CMA is currently working on a market study of digital comparison tools.

# Next meeting

* 1. The next meeting of the panel would take place in May 2017.