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| Consumer Progress Panel | | | |
| Consumer progress panel on CMA remedies |  |  |  |
| Date and time of Meeting | 12 October 2016 13:00 - 15:00 |  |
| Location | Ofgem, Millbank |  |

# Present

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| Liz Barclay (LB) | Panel member |
| Sharon Darcy (SD) | Panel member |
| Rhys Evans (RE) | 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 |  |
| Ofgem database team |  |
| There were no apologies |  |

# Purpose of the group

* 1. JSp welcomed the panel and outlined its purpose to support Ofgem in policy development associated with the CMA remedies by providing scrutiny of the impacts on consumers. The panel were takenl through the process of the referral and investigation and the steps Ofgem has taken since the publication of the final report.

# Remedy scrutiny

* 1. The team presented Ofgem’s work to date on the disengaged customer database remedy. The panel were invited to give their views on this work.
  2. The remedy was discussed and the panel agreed action was needed to address the current situation (55% of consumers on default tariffs). Key concerns raised were: the need to be clear on the success metrics; the effective use of opt-outs (including existing preferences; effectiveness of letters; potential for unintended consequences (including scams).
  3. The panel emphasised the need for the consumer benefits of the remedy to outweigh the costs of development and implementation. The use of an agile approach where steps would be tested before full implementation was welcomed. The panel suggested contacts with other organisations also working in this area.

# Next meeting

* 1. The next meeting of the panel would take place before 31 January 2017.