

Agenda and speakers

Agenda

09.30	Arrival, refreshments and networking
10.00	Welcome and introduction. Christine Farnish, Non-Executive Member, GEMA
10.10	The energy market and the consumer: now and in the future, followed by Q&A. Dermot Nolan, Chief Executive, Ofgem
10.30	The future of customer service - changing consumers in a changing world: 10 trends and their impact on customer experience Jo Upward, Managing Director at Platform and Vice President of The Institute of Customer Service
10.50	Table discussions. Hosted by senior Ofgem facilitators on: 1. How can we ensure ALL consumers benefit from the opportunities provided by a fast-changing market, both now and in the future? 2. How can Ofgem work to remove barriers to innovation that benefit the future consumer?
11.20	Refreshments and networking
11.45	A consumer perspective: the public's priorities for our future energy system. Antonia Dickman, Head of Energy and Environment Research, Ipsos MORI
12.05	Panel discussion: innovation, the future consumer and regulation Chaired by Rachel Fletcher, Senior Partner, Ofgem. Panel: <ul style="list-style-type: none"> • Joanna Hubbard, Co-founder & COO, Electron • Will Hodson, Co-founder, The Big Deal • Jenny Saunders OBE, CEO, National Energy Action • Greg Jackson, Founder and CEO, Octopus Energy • Molly Webb, Founder and CEO, Energy Unlocked
12.55	Closing remarks
13.00	End

Speakers



Christine Farnish
Non-Executive Member, GEMA

Christine has a range of regulatory, consumer and financial services experience. She currently serves as a non-executive director on the Ofwat and ABTA Boards and chairs the P2PFA, the body representing peer-to-peer lending platforms.



Dermot Nolan
Chief Executive, Ofgem

Dermot joined Ofgem as Chief Executive Officer in March 2014. He brings with him extensive leadership experience in energy regulation, market competition and the protection of consumers' interests, having most recently been Commissioner at the Commission for Energy Regulation in Ireland from May 2008 and its Chair since May 2011. Prior to this, he was he was Senior Economic Adviser at the Commission for Communications Regulation and was manager of the mergers division for the Irish Competition Authority.

A graduate of Trinity College Dublin, he undertook further study at Yale where he gained a PhD in Economics. He has lectured at the University of London, specialising in the areas of market structures and firm performance.



Jo Upward
Managing Director at Platform and Vice President of The Institute of Customer Service

Jo Upward is Managing Director at Platform, an experiential design company. Platform work with customers to get to the heart of their customers through engaging digital, environmental and strategic communications and experiences. Leading the way in innovation since 1992, their clients include some of the best known brands globally including Vodafone, Accenture, Rolls Royce, BT, Tag Heuer and Sky.

Jo joined Platform in August 2012 from BT bringing with her a wealth of expertise, knowledge and a desire to drive excellence for the customer. Her experience ranges from multinational corporates such as BT and Orange to working with public bodies including Ofcom and the

European Union.

Jo is passionate about customer service. Her achievements include driving the customer experience improvement campaign for the whole of the BT Group, resulting in significant change globally for both businesses and consumers. She was also responsible for managing a ground-breaking industry consultation and engagement programme encompassing all major UK telecoms companies to facilitate the move to the new 21st Century IP platform. Jo is a Vice President of the Institute of Customer Service.

Testimony

“The Future Consumer Event by Ofgem was thought-provoking and engaging. I enjoyed the wide range of perspectives from large and small providers, consumer groups and the regulator themselves. The energy market faces many challenges and opportunities today and it is encouraging to experience the open debate and the innovative thinking.”



Antonia Dickman

Head of Energy and Environmental Research, Ipsos MORI

Antonia Dickman is Head of Energy and Environment Research in Ipsos MORI's Social Research Institute. Antonia has 10 years' experience researching public attitudes to the energy sector and household energy use behaviour in particular. Much of Antonia's research for clients such as BEIS, Energy UK, Ofgem and the Energy Networks Association has focused on the role of smart metering, both in affecting household behaviour and in changing the relationship and opportunities between suppliers and their customers.



Rachel Fletcher

Senior Partner (Consumers and Competition), Ofgem

Rachel joined us in 2005 to head up the retail market team. She was appointed director of distribution in January 2008. She moved to the Markets Division in 2012 and was senior partner for the Markets Division for two years before becoming senior partner for Consumers and Competition in January 2016. Prior to joining us, Rachel spent 12 years working as a consultant advising on energy strategy and policy in Europe, Africa and Latin America.



Joanna Hubbard
Co-founder & COO at Electron

Jo-Jo is the COO and co-founder of Electron: a London-based start-up in the energy blockchain space. At Electron she is taking a “collaboratively disruptive” approach to designing more efficient, resilient systems for the energy market with a number of key industry stakeholders.

Her energy roots were planted in the early years of the rapid renewable build-out. Then, as solar and wind assets graduated from private equity balance sheets to those of insurance and pension funds, she moved into cleantech and software VC. Most recently, she was a management consultant at McKinsey & Co.

She is also an advocate for energy innovation and women in tech more generally and an energy community curator for Singularity University's new London chapter.



Jenny Saunders OBE
Chief Executive, National Energy Action

Jenny Saunders has been Chief Executive of National Energy Action since 2007, and prior to that was Director of Communications.

She has a number of public advisory roles for the UK Government’s Committee on Fuel Poverty; Ofgem’s Sustainable Development Group; Durham Energy Institute’s Advisory Board at the University of Durham and UK Energy Research Council Advisory Board.

She also has a number of advisory roles to the energy sector and is a member of:

- ScottishPower’s Stakeholder Forum
- EDF Energy’s Standards of Conduct Panel
- Northern Powergrid’s Social Expert Group
- and chairs SSE’s Customer Forum

She is a Non-Executive Board Director of National Grid Affordable Warmth Solutions Community Interest Company. Jenny is also trustee of Energy Action Scotland.

She was awarded an OBE in the 2013 New Year Honours List for her services to the fuel poor, and an Honorary Doctorate in Civil Law from Newcastle University in 2016.

Testimony

‘Quite rightly Ofgem is considering how all customers can be assisted through new innovation in the market, and how vulnerable customers are not only protected but are actively engaged to reap the benefits of smarter energy systems.

Good to focus on the potential longer term scenarios for customers and how important principles of equity, sustainability, and affordability are embedded in regulation and company business models as we move to greater decarbonisation of energy supply’.



Greg Jackson
Co-founder and CEO, Octopus Energy

Greg founded Octopus Energy at the end of 2015, launching to the public in April 2016. Greg started working life writing video games before joining Procter and Gamble in Brand Management. He went on to build and sell a successful technology business, creating websites, data solutions and ecommerce platforms for retailers, technology companies and campaigning organisations - specialising in creating great customer experiences on top of legacy systems. Greg then went on to build several innovative businesses for HomeServe, including their IOT and connected home businesses. He is an angel investor in a number of UK startups and has been a board member of the leading Finance Disruptor, Zopa, for over 5 years, seeing it grow from £30m per year lending to over £1bn.

Testimony

“Octopus are passionate about the power of competition to bring value and innovation to all consumers. With over 50 energy suppliers, the key is how to unlock the power of the market whilst ensuring standards are maintained and consumers are not taken for a ride in a sector that has such a bad reputation. We believe that the opportunity is for regulators to have access to a wide range of perspectives and business models, with which to create truly consumer-focused safeguards and market rules. Read more about our perspective at <https://octopus.energy/blog/ofgem-consumer-future-regulation/>”



Molly Webb
Founder and CEO, Energy Unlocked

Molly has 17 years of experience in technology startups, environmental and innovation policy. She launched Energy Unlocked in 2015 at COP21 to accelerate the pace of global energy system transitions, the result of a green innovation strategy for Skype-founder Niklas Zennstrom's foundation.

Since 2007 in her role as Head of Smart Technologies at international NGO The Climate Group, Molly was responsible for developing and coordinating The Climate Group's activities across the ICT sector, working closely with companies such as Cisco, Google, Intel and Arup. She has an MSc in Environmental Policy at the London School of Economics, and spent the first 5 years of her career in Internet startups in Tokyo and New York.



Will Hodson
Co-founder of The Big Deal

Will Hodson is the co-founder of collective switching organisation the Big Deal. In just three years, the Big Deal collective has grown to 300,000 consumers, and they use this bargaining power to negotiate cheaper energy deals for their members. The Big Deal makes it easier for British households to support clean energy too, pioneering the country's first mass switch to clean energy with progressive campaigners, 38 Degrees. The Big Deal has also campaigned alongside The Sun, raising crucial issues within the industry such as comparison sites hiding the cheapest deals on the market. These campaigns and alliances all work towards towards one goal: a fair, transparent, sustainable energy industry that truly works for customers.