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| Consumer Progress Panel | | | |
| Consumer progress panel on CMA remedies |  |  |  |
| Date and time of Meeting | 18 May 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 |
| Rhys Evans  Jonathan Spence (JSp) | Panel member  Ofgem, Chair |
| Ofgem PMO team |  |
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# Remedy scrutiny

* 1. Ofgem presented outline plans for the planned restructuring of industry code governance and noted the work was dependent on enabling legislation. The panel considered how the interests of consumers could be effectively represented within these proposed new arrangements.
  2. It was recognised that the environment was very technical. Representation at a strategic level was thought to be most effective at setting an appropriate framework for consumers that the technical discussions could then operate within. The success measures for the arrangements should be positive consumer outcomes.
  3. The panel discussed how to effectively embed a consumer voice in a revised structure. It was considered important that the representation should:
     1. Be of sufficient calibre to be able to operate in a technical environment and be able to provide robust challenge;
     2. Be independent from all influences (ie be in place as an individual rather than an organisation), in order to comment freely;
     3. Be present in sufficient numbers to be able to ensure consumer issues are consistently considered.

# Next meeting

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