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| Consumer Progress Panel | | | |
| Consumer progress panel on CMA remedies |  |  |  |
| Date and time of Meeting | 18 September 2017 15:00 – 17:00 |  |
| Location | Ofgem, Millbank |  |

# Present

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| Liz Barclay (LB) | Panel member |
| Sharon Darcy (SD) | Panel member |
| Rhys Evans (RE) | Panel member |
| Trisha McAuley (TMA) | Panel member |
| Jane Vass (JV) | Panel member |
| Jonathan Spence (JSp) | Ofgem, Chair |
| Retail team | Ofgem |
| Joe Perkins and team | Ofgem, Chief Economist |
| Apologies: Christine Farnish (CF) Panel member |  |

# Alternative dispute resolution

* 1. The Retail team presented considerations around alternative dispute resolution (ADR). The panel emphasised the importance of making the existence and role of such providers clear to consumers as well as ensuring suitable monitoring and baselining of the performance of such services.

# State of the Market report

* 1. The CMA recommended that Ofgem create a role for a Chief Economist and for this team to publish an annual State of the Market report (SotM) which would provide analysis regarding issues such as the evolution of energy prices and bills over time; the profitability of the profitability of key players in the markets; the social costs of policies and distributional impacts arising from them; and the impact of initiatives relating to decarbonisation and security of supply.
  2. The panel provided their views on a draft version of the summary and introduction of the SotM report. These focused upon the role of the report in the context of Ofgem’s vision for the energy markets.

# Next meeting

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