

## Consumer Progress Panel

Consumer progress panel on CMA remedies

Date and time of Meeting	11 December 2017 14:00 - 16:00
Location	Ofgem, Millbank

### 1. Present

Liz Barclay (LB)	Panel member
Sharon Darcy (SD)	Panel member
Christine Farnish (CF)	Panel member
Trisha McAuley (TMA)	Panel member
Rhys Evans	Panel member
Jonathan Spence (JSp)	Ofgem, Chair
Ofgem PMO team	

#### Apologies:

Jane Vass (JV)	Panel member
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### 2. Remedy scrutiny

2.1. The panel discussed:

2.1.1. Next steps on prompts to engage domestic consumers and

2.1.2. Ofgem’s plans for future supply market arrangements.

2.2. The panel considered measures to increase engagement in context of likely innovation (shown by new business models coming to Ofgem’s Innovation Link) and discussed the outcomes the future supply market must deliver to consumers.

2.3. It was noted that similar issues occur in other industries eg financial services. Appropriate regulation should allow innovation to drive consumer benefits whilst ensuring consumers have trust and confidence in the market.

### 3. Next meeting

3.1. The next meeting of the panel would take place in March 2018.