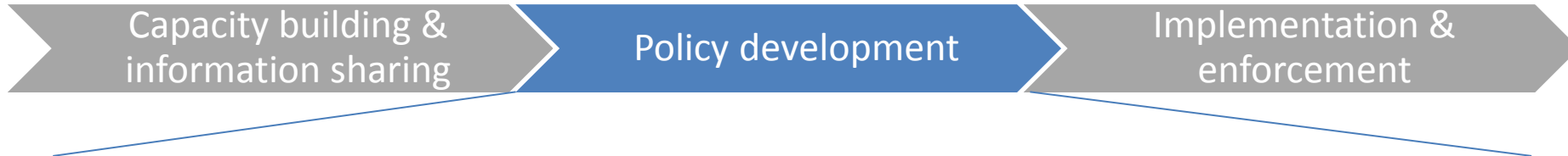


A case study from GB: Consumer Advisory Group

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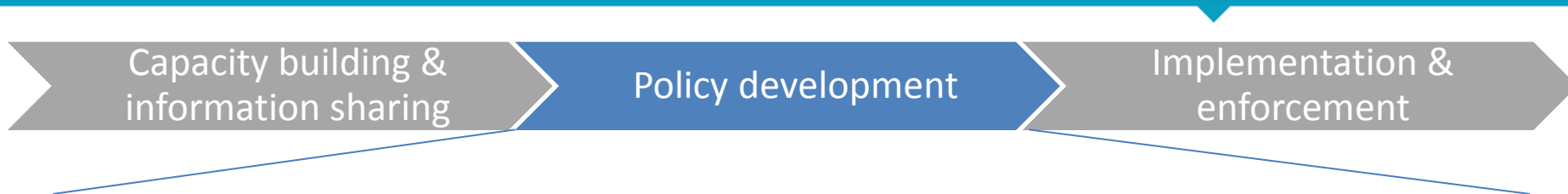
- Ofgem’s principal duty is to protect the interests of current and future consumers, with a further duty relating to vulnerable consumers.
- Accountability is one of the five principles of good regulation that we are required to meet.
- We need a strong evidence base to shape our agenda, develop our policies, design our regulations and justify our interventions. Consumer views are an essential input into all of our work, and we need to be genuinely open to different perspectives.
- Engagement with consumers, consumer groups and representatives, and wider stakeholder is therefore at the heart of how Ofgem operates.
- Collaboration with consumer groups ranges from informal to formal. Examples include:
 - Informal and ad-hoc conversations
 - Regular meetings
 - Workshops
 - Working groups
 - Consultation responses



- Consumer Advisory Group (CAG) – part of the Smart Metering Implementation Programme
- Set up to support the objective of putting consumers at the heart of the Smart Meter Implementation Programme
- Consumer groups only – able to freely discuss issues
- Advisory role, no decision making powers
- Regular bi-monthly meetings, with ad-hoc sessions on specific topics

March 2013 membership

- Consumer Futures
- Which?
- Green Alliance
- Age UK
- Public Utilities Access Forum
- Fuel Poverty Action Group
- National Energy Action
- Citizens Advice
- Energy Saving Trust
- Royal National Institute of Blind People
- Groundwork



- Remit of the Consumer Advisory Group:
 - Inform consumer groups of key Programme developments so as to facilitate their input on issues likely to be of greatest concern to consumers.
 - Consider the evidence on delivery of consumer benefits to all consumers; identify and advise on any actual or potential gaps in the evidence on delivery of consumer benefits
 - Identify priority consumer risks and issues for consideration
 - Advise on the role that public and voluntary sector organisations can play in protecting consumers and promoting engagement during the rollout.



- Examples of policy and regulation areas influenced:
 - Requirements for smart meter installation visits to consumers
 - Limitations on marketing and sales activities to consumers during installation visits
 - Early protections for consumers around eg remote disconnections
 - Facilitation of switching for first consumers with smart meters