



Update on Consumer Issues Work Stream – Presentation to November 2009 Meeting of RGGF

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Topics covered

- **2009 Consumer Forum**
- **Complaints resolution**
- **Retail contracts**



2009 Consumer Forum

- **Held annually, this year on 16 October**
- **About 25 in attendance but with high proportion of industry representatives and 'officials'**
- **Workshop on retail contracts held as part of Forum, with results incorporated in analysis of submissions**



Complaints Resolution

- **Changes to the constitution have cleared way for EGCC to be the 'approved' complaints resolution system**
- **Approval has been given by EC for electricity components**
- **Expected that recommendation will go to Minister shortly for gas components**
- **Anticipated start date 1 April 2010**



Complaints Resolution

Some key points

- **Membership mandatory for all retailers and distributors**
- **EGCC code of practice not covered by approval – continues to be voluntary**
- **Further rule changes in hands of members but will need to be agreed by EC/GIC**



Retail contracts

- **Consultation paper on options for retail contract governance issued in November**
- **Submissions currently being analysed and response developed**
- **Submissions/response document will go to November meeting of Board with publication in December**



Retail contracts

Submissions show mixed views on many aspects.

Some key points:

- **Participants still split on whether oversight needed, but response more positive if voluntary than regulated: Voluntary is preferred approach**
- **Overwhelming preference for benchmarks to be selective and outcome-based, not comprehensive and prescriptive**
- **Constructive comments on proposed benchmarks which will be taken into account in developing revised set for response document**