# Ofgem logoFlexible and Responsive Energy Retail Markets - response form

The consultation is available at: [https://www.gov.uk/government/consultations/flexible-and-responsive-energy-retail-markets](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fconsultations%2Fflexible-and-responsive-energy-retail-markets&data=02%7C01%7CNgaio.Wallis%40beis.gov.uk%7C1ffa4f0a18b5413a763b08d703121cb5%7Ccbac700502c143ebb497e6492d1b2dd8%7C0%7C0%7C636981250312443957&sdata=82Uq5vNovKuv6RlXOtiDz5QL23JUCDIr7Yy7qLQJWlY%3D&reserved=0)

The closing date for responses is 16 September 2019 at 23.45

As this is a joint review with Ofgem, please return completed form to both email addresses below:

**Email to:**energyretailmarketsreview@beis.gov.uk**and**futuresupply@ofgem.gov.uk

If preferred, you may submit your full response by post by using the following addresses:

**Write to:**

Energy Markets and Affordability Team
Department for Business, Energy and Industrial Strategy
3rd Floor, Area Abbey 1
1 Victoria Street

London

SW1H 0ET

AND

Future Retail Market Design Team
Ofgem

Fourth Floor

10 South Colonnade

Canary Wharf

London

E14 4PU

**Any enquiries to:**

Email: energyretailmarketsreview@beis.gov.uk

Please be aware that we intend to publish all responses to this consultation.

Information provided in response to this consultation, including personal information, may be subject to publication or release to other parties or to disclosure in accordance with the access to information regimes. Please see the consultation document for further information.

If you want information, including personal data, that you provide to be treated as confidential, please explain to us below why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we shall take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the department.

We will process your personal data in accordance with all applicable data protection laws. See our [privacy notice](https://www.gov.uk/government/consultations/flexible-and-responsive-energy-retail-markets/future-energy-retail-market-review-joint-beis-ofgem-privacy-notice)

I want my response to be treated as confidential [ ]

Comments: Click here to enter text.

## Questions

Organisation (if applicable):
Address:

Please check a box from a list of options that best describes you as a respondent. This allows views to be presented by group type.

|  | Respondent type |
| --- | --- |
| [ ]  | Business representative organisation/trade body |
|[ ]  Charity or social enterprise |
|[ ]  Individual |
|[ ]  Large business (over 250 staff) |
|[ ]  Local government |
|[ ]  Medium business (50 to 250 staff) |
|[ ]  Micro business (up to 9 staff) |
|[ ]  Small business (10 to 49 staff) |
|[ ]  Other (please describe) |

Question 1.

Do you agree with our vision for the future of the energy retail market, the outcomes we are seeking to achieve and our characterisation of the key challenges we need to overcome? [Page 17 in document]

Comments: Click here to enter text.

Questions 2.

Are there examples of new products, services and business models that would benefits current and future consumers, but are blocked by the current regulatory framework?

[Page 26]

Comments: Click here to enter text.

Question 3.

Are there current or emerging harms to energy consumers which are currently out of scope of the regulatory framework? Do these differ for domestic and non-domestic consumers? [Page 26]

Comments: Click here to enter text.

Question 4.

Would it be beneficial to allow suppliers to specialise and provide products and services to targeted groups of customers? If so, how can this be delivered while balancing the need for universal service? [Page 26]

Comments: Click here to enter text.

Question 5.

Are incremental changes to regulation sufficient to support the energy transition and protect consumers? Or does this require a more fundamental reform, such as moving to modular regulation? [Page 26]

Comments: Click here to enter text.

Question 6.

Are there any other potential market distortions we should be considering as part of our views? [Page 28]

Comments: Click here to enter text.

Question 7.

Would removing the thresholds for the Energy Company Obligation and Warm Home Discount help remove imbalances in the retail market, and could this be done without significantly increasing barriers to supplier entry or expansion in the retail market?

[Page 30]

Comments: Click here to enter text.

Question 8.

How could the delivery burden on suppliers from the Energy Company Obligation be reduced, for example through the introduction of a buyout mechanism? [Page 30]

Comments: Click here to enter text.

Question 9.

What effect does the range of Energy and Climate Change Policy Levies have on the retail market? [Page 30]

Comments: Click here to enter text.

Question 10.

What actions could government take to reduce any negative impact of Energy and Climate Change Policy Levies? [Page 30]

Comments: Click here to enter text.

Question 11.

Do you agree that now is not the time to make further changes on system and network cost recovery, metering and access to data as part of this retail market review?

 [Page 32]

Comments: Click here to enter text.

Question 12.

What total costs do suppliers face with regards to bad debt? [Page 33]

Comments: Click here to enter text.

Question 13.

How could any potential distortions related to high cost-to-serve customers be addressed, for example by the provision of additional support services for customers struggling to afford their energy? [Page 13]

Comments: Click here to enter text.

Question 14.

Would addressing market distortions (for example size-based obligation thresholds for some policy schemes, supporting those who are struggling to afford their energy bills) help reduce incentives for suppliers to adopt pricing strategies that lead yo excessive prices for loyal consumers? If so, to what extent (providing quantitative evidence, where possible)?

[Page 39]

Comments: Click here to enter text.

Question 15.

What are your views on the measures being considered to address loyalty penalties in different markets? What approach or – combination of approaches – would be most effective in the energy retail market? [Page 39]

Comments: Click here to enter text.

Question 16.

What other approaches could be adopted to ensure loyalty penalties do not re-emerge?

[Page 39]

Comments: Click here to enter text.

Question 17.

What protections or support may be required to engage consumers in vulnerable situations in the future market? [Page 39]

Comments: Click here to enter text.

Do you have any other comments that might aid the consultation process as a whole?

Please use this space for any general comments that you may have, comments on the layout of this consultation would also be welcomed.

Click here to enter text.

Thank you for taking the time to let us have your views. We do not intend to acknowledge receipt of individual responses unless you tick the box below.

Please acknowledge this reply [ ]

At BEIS we carry out our research on many different topics and consultations. As your views are valuable to us, would it be okay if we were to contact you again from time to time either for research or to send through consultation documents?

[ ] Yes [ ] No