



Making a positive difference
for energy consumers

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Date: 26 March 2015

Sent by email:
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Dear Sir / Madam

Ofgem response to consultation on draft guidance on the CMA's approval of voluntary redress schemes

I am responding to your consultation on the draft guidance on the CMA's approval of voluntary redress schemes on behalf of Ofgem.

We are broadly comfortable with the guidance and consider it to be sensible and well-structured from a user's / scheme applicant's perspective. Read alongside the flowchart, the guidance is comprehensive and clear.

Ofgem would be happy to work with the CMA to provide insight and lessons learned from our own experiences of approving consumer redress if this would be helpful.

Finally, in view of the enhanced concurrency arrangements, we would like to clarify the role of the sector regulators in cases which the regulator has led, or in which they have jurisdiction. We would also like to understand the relationship with the CMA's penalty guidance and the potential to apply penalty discounts for establishing a redress scheme. We intend to raise these points separately with the Sector Regulation Unit as we see an opportunity to cover specific arrangements for engaging with the regulators in the planned Memorandum of Understanding revisions.

Yours faithfully,

Sarah McLuckie

Senior Manager
Enforcement and Competition Policy