



Robinson, Bloomfield and Meek ([www.rbmconsumermonitoring.org](http://www.rbmconsumermonitoring.org)) is a new niche consultancy, specialising in monitoring compliance with consumer protection legislation and codes of practice. Alongside our network of associates around the UK, we have extensive experience in project management, in qualitative and quantitative consumer and market research and in the development of consumer and best practice guidance, as well as designing and delivering consumer protection training for businesses.

RB&M's work has focussed particularly in the energy sector. The partners have contributed to industry standards-setting bodies in the PV and renewable heat sectors, bringing their insight into the consumer experience to bear. We have audited Green Deal Providers for compliance with the Green Deal Code of Practice (for the Green Deal Oversight and Registration Body) and those applying for the Green Deal Home Improvement Fund (for then-DECC). We have carried out hundreds of audits of SMEs in the renewable energy sector (for the TSI-approved Renewable Energy Consumer Code). Most recently, we have piloted monitoring of a number of registered participants in the district heating sector (for Heat Trust). We have developed and employed a range of monitoring techniques in this work including mystery shopping, site visits, assessments of pre-sales and contract documentation, data analysis, desk research and structured interviews.

We very much support the CMA's timely Heat Networks Market Study, as described in the Statement of Scope, and its focus on domestic consumers. We hope that, given our background and experience, we could be of assistance to the CMA in this study, in particular in relation to the original research you are planning as part of Theme 1 (transparency) and Theme 3 (outcomes for consumers). We would welcome the opportunity to discuss this with you at your convenience. If you would like to do so, please let me know a time I could call you in the coming days.

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