

CEER Public Consultation on 2013 Work Programme

Response from: British Gas

Sir or Madam,

Thank you for the opportunity to provide our views on CEERs draft 2013 work programme. Please see below for a few comments from British Gas:

- We welcome increased involvement of consumer organisations in the regulatory process. We feel it is right that consumers are represented by national consumer advocates in order to give them a single coherent voice.
- We would in addition highlight the key role that suppliers play. Suppliers interact with consumers on a daily basis and have a deep understanding of their energy needs.
- The regulator/supplier relationship is also vital to ensuring energy markets work effectively. Initiatives to increase consumer engagement in energy markets will benefit greatly from high levels of trust between the regulator and the regulated.

Richard Wallace

Regulatory Manager, Market Design & New Markets