

Readiness for CMA Remedies

The Competition and Markets Authority (CMA) has recently published its [Summary of Provisional Findings Report](#) and its [Notice of Possible Remedies](#). The CMA has identified a number of key areas in the retail market that could work more effectively, including customer engagement, supplier tariffs, and the overall industry governance and regulatory framework. The CMA's list of possible remedies includes:

- Removing the simpler choices component from Retail Market Reform (e.g. the 4 tariffs limit) and barriers to increase domestic switching;
- Requiring suppliers to prioritise smart metering rollout for prepayment customers;
- Implementing a price comparison website provided by Ofgem;
- Implementing measures to encourage customers on default tariffs to engage with the market;
- Implementing a transitional tariff to safeguard disengaged customers from high unit rates;
- Implementing Project Nexus quickly and efficiently;
- Mandating gas shippers make monthly Annual Quantity submissions; and
- Implementing a cost-effective option to use half-hourly consumption data when settling domestic electricity meters.

Engage has been providing expert energy advice to participants across the energy utilities supply chain for fifteen years. We have extensive experience in providing market participants with expertise on industry change and also the necessary business change and improvement required to deliver the industry change. Our expertise includes business reviews; customer service/billing; smart metering developments/rollout; costing, pricing/tariffs and revenue assurance; acquisition and retention strategies; settlement arrangements; and the overall regulatory and governance framework.

Our expert consultants can:

- Advise you on your rollout strategy and approach to smart metering, including PAYG regime requirements and supporting your transition from traditional prepayment meters to [Pay-As-You-Go smart meters](#).
- Provide advice and operational support on your customer acquisition and retention processes.
- Advise you on system and process requirements for [Project Nexus implementation](#) and ongoing AQ management, including any associated business readiness and assurance activities.
- Help you design your tariff portfolio, advising you on innovative customer targeted profitable tariffs.
- Provide electricity settlement expertise on all aspects of NHH and HH settlement arrangements; including P272/P322 readiness and assurance, and the approach for customer migration.
- Support you on assessing regulatory changes and [ensuring your compliance](#) with any existing and new regulations.