Fairness and competition in the retail energy market

2017 Cornwall Insight retail energy conference

22 November 2017
Amba Hotel, Charing Cross, London
Join energy industry leaders and experts to understand how the conflicting pressures from technology, innovation and politics are shaping the energy supply market.

Headline speakers from Ofgem, E.ON UK and Ovo Energy will address the challenges they see for their organisations, whether they are in policy and regulation or established or challenger energy suppliers.

Their insights will be supplemented by experts, who will share their knowledge on how they are making the energy market better for the industry and ultimately its customers.

Proceedings will be lead by the Cornwall Insight team, who will add their own commentary based on their latest market research.

“Cornwall Insight events are the go to events in the energy sector for information, networking and inspiration.”

Who are Cornwall Insight?

Established in 2005, Cornwall Insight has developed a unique position in the UK energy market providing expert research, insight and intelligence to existing and potential market participants and their advisors.

We are widely regarded as the market-leader in the sector. Our services are valued by a broad range of businesses and our original research is regularly cited in the national press and frequently referenced by front bench politicians.
09.30 Welcome and introductory remarks
Robert Buckley
Director, Cornwall Insight

Making markets fairer for all
Four industry leaders will discuss the challenges for them and the market from fairness and technological innovation.

09.40 Policy perspective—fairness and competition in energy markets
• What is the government’s expectation for a fairer energy market
• What does the energy industry need to do to fulfil these expectations?
• What will be the benefits for consumers
BEIS Minister/Official (invited)

10.00 Regulatory perspective—making the market fairer for consumers
• From RMR to CMA to fairer energy markets
• Current status of Ofgem’s work
• Next steps to implementation
Rachel Fletcher
Senior Partner Consumers and Competition, Ofgem

10.30 Large supplier perspective—how one company is evolving its role
• Are price controls necessary for a fairer energy market?
• How has E.ON UK worked to engage its customers
• What does success look like for energy competition?
Sara Vaughan
Strategy and Corporate Affairs Director E.ON UK

11.00 Challenger perspective—can competition thrive under price controls
• Are price controls necessary for a fairer energy market?
• Let’s not forget the market: what benefits can technology and innovation bring for consumers!
Chris Houghton
Managing Director of Retail, Ovo Energy

11.30 Break

11.50 Can the energy market still innovate?
• How the energy supplier business model is changing
• How has the CMA price control bedded in?
• What can we learn from the current market about the future?
Anna Moss
Domestic Retail Team Leader, Cornwall Insight

12.00 Developing new products and services in energy
• The CEO of a medium supplier has been invited to discuss how their company has developed its products and services to establish a distinct niche in the domestic energy market
Chris Gauld
CEO, Spark Energy

12.20 Panel discussion – Smart future for household
An overview of expectations in the smart market, before discussing security, accessibility, benefits and opportunities created by the consumer move towards connected products
D’Arcy Rossiter, Head of Insight, Centrica Connected Home
Jo-Jo Hubbard, COO and Co-founder, Electron
Colin Griffiths - Citizens Advice
Ed Reed, Director, Cornwall Insight

13.00 Lunch
Innovation in the energy supply chain

In the last few years several dynamic markets have grown up to serve energy suppliers. Treating energy suppliers as customers has, among other things, dramatically lowered barriers to entry to the energy market, helped drive competitive prices for end customers and stimulated the development of new services for end customers. Sector experts will explain how.

14.00 The advantages of a fresh pair of eyes—a new entrant’s perspective
• What are the opportunities for suppliers
• How do consumers trust new brands?
  Greg Jackson
  Founder and CEO, Octopus Energy

14.20 Retail routes to market
• How has the market changed in accessing customers?
• How can consumers and suppliers benefit from market intermediaries?
• What is the future of using PCWs with new “whole of market rules”?
  Stephen Murray
  Energy Commercial Manager, MoneySuperMarket

14:40 Are systems now a competitive advantage for smaller suppliers?
• From do-it-yourself to off the shelf - has pre-accrediting new energy suppliers benefited consumers?
• Developments in the systems market – how has this helped energy suppliers to innovate?
  Shaun Dodimead
  Chief Executive Officer, Gilmond

15:00 New ways to manage wholesale energy price risks
• What are the main risks from wholesale energy markets for suppliers?
• How can a wholesale partner help manage these risks?
  DONG Energy (invited)

15.20 Break

The debate. Balancing fairness and innovation

Join energy experts to understand how the conflicting pressures from technology, innovation and politics are shaping the energy supply market.

15.30 Engagement and the changing market
How important is engagement in a price driven market? Can service and smart technology achieve better outcomes for consumers than price driven tariffs?
  Chaired by Professor Stephen Littlechild
  Which? (invited)
  Steve Smith, Director, Flipper! Ombudsman (invited)

16.10 Where will the market go next?
A summary of the day’s proceedings with expert insight on what they mean for the development of a more competitive market
  Robert Buckley
  Director, Cornwall Insight

16.20 Close and drinks reception
Meet the Speakers

Robert Buckley
Director
Cornwall Insight

Rachel Fletcher
Senior Partner, Ofgem

Sara Vaughan
Strategy and Corporate Affairs Director
E.ON

Colin Griffiths
Policy Manager
Citizen's Advice

BEIS
(Invited)

Anna Moss
Domestic Team Lead
Cornwall Insight

D'Arcy Rossiter
Head of Insight
Centrica Connected Home

Jo Hubbard
Co-founder and COO
Electron

Greg Jackson
Founder and CEO
Octopus Energy

DONG Energy
(Invited)

Ed Reed
Director
Cornwall Insight

Chris Gauld
Chief Executive
Spark Energy

Stephen Murray
Energy Commercial Manager
Moneysupermarket

Shaun Dodimead
Chief Executive
Gilmour

Ombudsman
(Invited)

Why attend?

Hear
From expert speakers from government, regulator and key businesses alongside Cornwall Insight's expert team

Explore and discuss
Innovation and technological change in the market and the strategies suppliers are adopting

Network
Network with other professionals to gain more contacts, information and knowledge.

Below: Just some of the many companies who have attended our previous conferences
New Report
The Domestic Smart Metering Market

GB energy suppliers are required to offer a smart meter to every customer by 2020. Our new report allows you to track domestic suppliers’ roll-out strategies and progress towards their obligation.

For more information or to subscribe, contact Dan Starman

01603 604400 enquiries@cornwall-insight.com

What does it do?

The report provides insight on suppliers’ smart-related propositions helping you understand the impact of the rollout on retail market competition.

This report includes

• Summary information of supplier installs and the key relationships that each supplier has with meter service providers
• Supplier profiles outlining
  • The percentage of a supplier’s customer base with smart meters
  • Key partnerships with metering service providers
  • A view of increased management focus on the smart roll-out
  • Propositions utilising smart meters
• Metering Service Provider (MSP) profiles outlining
  • The number of smart meters the MSP is responsible for
  • Commercial model and services
  • Organisational structure
  • Key developments
  • Financial results

Who is it for?

• Domestic suppliers
• Metering companies
• Industry analysts
• Academics
• Think-tanks
• Industry bodies
• Charities

“Developed by Cornwall Insight's Domestic Retail Intelligence Team, this report is the must have for information and insight on players in the smart metering market, their partnerships and propositions”

- Robert Buckley, Director, Cornwall Insight

www.cornwall-insight.com