



The Consumer Council

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Ref: PD20010726

Kenny Dane
Utility Regulator
Queens House
10-18 Queen Street
BELFAST
BT1 6ED

Dear Kenny,

Re: The Market Monitoring Unit (MMU) Governance Process Manual

The Consumer Council is a Non-Departmental Public Body set up in legislation to safeguard the interests of all consumers, and particularly the vulnerable and disadvantaged. The Consumer Council is an independent organisation which operates to promote and protect the consumer interest.

We welcome the opportunity to respond to this consultation on the Market Monitoring Unit (MMU) Governance Process Manual.

With fuel poverty levels in Northern Ireland at 44 per cent, many households are struggling to adequately heat their home, it is important that the regulatory structures look to minimise the cost of energy to consumers.

The Consumer Council believes that the Market Monitoring Unit must ensure any decision is taken in the interests of all consumers. It is important that any decision provides the necessary consumer protection.

The Consumer Council believes the promotion of competition has the potential to provide benefits to consumers in the form of lower prices and better standards of service. It is important that competition is accompanied by safeguards for consumers.

Transparent pricing in the market can provide benefits for supply companies competing in the SEM which may ultimately allow them to offer lower prices to

consumers. However, the balance between effective competition and consumer protection must provide the optimal outcome for consumers.

I hope that these comments are helpful and are given due consideration. Please contact me if you require any clarification.

Yours Sincerely,

Andrew Murray
Senior Consumer Affairs Officer