

BEIS End User Forum - Terms of Reference

The BEIS End User Forum will convene a group of stakeholders that represent the interests of a broad spectrum of end users. This will enable discussion and ensure that cross-cutting consumer issues are considered holistically across various market reform programmes.

1. Background

Over the next few years, a number of reforms to electricity markets have been proposed which will affect consumer outcomes for years to come. A challenge faced by groups representing the interests of consumers is that these reforms are highly technical, with consumer and end-user issues spread between a number of concurrent policy processes, including the Review of Electricity Market Arrangements (REMA) and the Future Retail Strategy. It is also important to consider factors affecting long-term affordability and energy bills, including to make sure costs relating to the energy system are passed through to consumers in ways which are broadly fair and affordable, and support competition, decarbonisation and economic growth.

2. Purpose

The End User Forum ('the forum') will convene a representative group of stakeholders representing the interests of a broad spectrum of end users, to enable feedback and informed engagement on both the REMA design process and the Future Retail Strategy. The overall aim of the forum will be to support better outcomes for end-users and the forum will perform the following functions:

- Foster knowledge among non-technical stakeholders who represent the interests of end users ahead of subsequent electricity market reform consultations
- Provide a space for discussion and constructive challenge of proposals for electricity market reform between relevant BEIS teams and participants
- Ensure cross-cutting consumer issues are understood and considered by BEIS holistically across relevant market reform areas

To note, the forum will not be a place to make or change fundamental policy decisions. Rather, outputs from the sessions will be taken into account as part of the ongoing policy making process.

3. Participation

The forum will consist of up to 25 external participants and will reflect the interests of a range of end users including but not limited to the devolved administrations, representatives of local government, consumer interest groups, non-governmental organisations, industrial and commercial consumers, environmental groups and academics. Attendance for meetings will be determined on a rolling basis, in line with the capacity limits of conference rooms. We expect participants to take a representative position in discussions and not to use the forum as an opportunity to raise other issues outside of scope.

BEIS and Ofgem will attend each session. The ESO, Energy UK, TechUK and ADE will be invited as observers. Additional participants may be invited to join forum meetings depending on the topics being discussed.

Participants have been invited to attend the forum because of their specific expertise in a topic area relevant to the forum's scope and in general substitutes are not expected. Apologies for absence should be made to the REMA mailbox (REMA@beis.gov.uk) at the earliest opportunity, and in cases where a participant is unable to attend, they are encouraged to provide written views on papers in advance of the forum.

A full list of participants can be found at the end of this document.

4. Meeting frequency

Meetings will take place every six to eight weeks beginning in **February 2023** and will be held in person at the BEIS conference centre in London for approximately four hours. Depending on participants preferences further meetings may be held in alternative locations. In person attendance is encouraged. There will be some flexibility in when meetings are scheduled to allow for timely engagement, for example ahead of further consultations.

The forum will be operational until the expected REMA consultation is published later in 2023, after which point the continuing need for an end-user forum will be reviewed.

5. Ways of working

The forum will operate under the Chatham House Rule¹ and we expect participants to treat information shared during sessions sensitively, recognising that the forum is for early policy development discussions and not the official Government position.

¹ When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.

BEIS will provide the secretariat for the group and act as chair, with support from Citizens Advice and Sustainability First in producing specific inputs and outputs. Participants will be notified of the general themes of conversation and proposed high-level discussion questions for the sessions in advance. Short briefing papers will be provided before each session to facilitate informed discussion of the topic areas. Citizens Advice and Sustainability First will lead in creation of these briefings in collaboration with BEIS.

At the start of each meeting, BEIS will present a short summary from the last session. Meetings will be structured around a common set of end-user questions and themes, and each meeting will seek to help both BEIS and End User stakeholders better understand the implications of future market reform options. A central aim of each meeting will be to arrive at a better understanding of key areas of agreement and difference on market reform options from the standpoint of different end-user groups. At the close of each meeting, there will be a short item to review main discussion topics for the next session.

BEIS teams, Citizens Advice and Sustainability First, will ensure stakeholders, who are not forum participants, are kept fully informed about the various market reform programmes, by sharing the briefing papers for sessions with stakeholders who register an interest. Stakeholders that do not register an interest will still receive a high level read out of the discussion.

Rules of engagement

To ensure the discussions and conversations had at the forum are productive, we expect participants of the forum to;

- Treat any views or points raised in discussions with respect, and to recognise that all input is equally valued.
- Respond to any points made by other participants in a polite and constructive manner
- Keep conversation in discussions focussed on the topics and discussion questions shared in advance.
- Completed the relevant pre-reading for the forum meeting and be ready to engage in detailed and focussed conversations

6. Outputs

BEIS will produce a high-level readout with any actions and share this with all forum participants, who will have a week to review for. Once the document has been agreed, we will then distribute to all stakeholders on the relevant BEIS mailing lists.

Summary report

In summer 2023, Citizens Advice will publish a short summary report that will highlight the key takeaways from forum discussions and show, where possible, how forum feedback has been incorporated into the various BEIS led market reform programmes.

7. Participant list²

BEIS reserve the right to review and change the participant list as necessary, and to invite additional guest speakers to support discussions

BEIS	Centre for Sustainable Energy
Citizens Advice	Crown Commercial Services
Sustainability First	Climate Change Committee
Ofgem	Green Alliance
ESO	E3G
Energy UK	West Midlands Combined Authority
Association of Decentralised Energy (ADE)	Greater London Authority (GLA)
TechUK	Greater Manchester Combined Authority
Scottish Government	Federation of Small Businesses (FSB)
Scottish Government nominee	Major Energy Users Council
Welsh Government	Energy for all
Northern Irish Government	Christians Against Poverty (CAP)
Consumer Scotland	Fair by design
Energy Ombudsman	Tesco
Energy Saving Trust	Glasgow council
National Energy Action	Cornwall council
Step change	Transport for London (TfL)
Age UK	Scope
Fuel bank foundation	Small Business Britain
Communities for renewables	Association of Convenience Stores (ACS)
Community Energy England	Scope
Community Energy Scotland	Small Business Britain
Energy Intensive User Group (EIUG)	Association of Convenience Stores (ACS)

² This list is subject to review and change, on a rolling basis. For example, various academics may be invited to relevant sessions or room capacity limits may mean that some sessions require a reduced cast list.