##### **Table 1. Consumer First Panels and topics (2007-16)**

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| --- | --- | --- | --- | --- | --- |
| **Panel** | **Report Name** | **Topics covered** | | | |
| **Information requirements** | **Energy market engagement** | **Fairness** | **Vulnerable Consumer Experience** |
| 1 | Energy Market, Billing and Price Metrics (Ofgem, 2009b) | Y | Y |  |  |
| 2 | Tariffs Structures (Ofgem, 2010b) | Y | Y |  |  |
| 3 | Supplier Standards of Conduct and Prompt Pay Discounts (Ofgem, 2010a) |  | Y | Y |  |
| 4 | Energy Market and Tariff Structures (Ofgem, 2011a) | Y | Y |  |  |
| 5 | Consumer engagement with the energy market, information needs and perceptions of Ofgem (Ofgem, 2012a) | Y | Y |  |  |
| 6 | Consumer views on Tariff Comparison Rates (TCRs) (Ofgem, 2012b) | Y |  |  |  |
| 7 | Priority Services Register (Ofgem, 2013b) |  |  |  | Y |
| 8 | Change of Supplier Process (Ofgem, 2013a) |  | Y |  |  |
| 9 | Affordability, Environmental and Social Schemes (Ofgem, 2014a) |  |  |  | Y |
| 10 | Consumer engagement and trust in the energy market - Retail Market Review Reforms (Ofgem, 2014b) | Y | Y |  |  |
| 11 | Third Party Intermediaries and Price Comparison Websites (Ofgem, 2015c) | Y | Y |  |  |
| 12 | Exploring Trust and some Retail Market Review Remedies (Ofgem, 2015a) |  | Y |  |  |
| 13 | Switching Suppliers for Domestic Customers in Debt (Ofgem, 2015b) |  | Y |  | Y |