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Compliance and Enforcement – Consultation Response
Utility Regulator Millennium House
Great Victoria Street
Belfast
BT2 7AQ

8th September 2026

To whom it may concern,

firmus energy welcomes the opportunity to respond to the Consultation Paper on The Publication of Utility Regulator Compliance and Enforcement Annual Report.

Question 1. Do you agree with our proposed compliance data providing detail of both our routine and annual compliance monitoring? Please provide clear reasoning and examples where possible evidencing the impact of your views.

Whilst firmus energy supports the publication of information relating to both routine compliance monitoring and the annual Statement of Licence Compliance (SoLC) process, we believe it is important that any data that is published is accompanied by the appropriate context and explanation were applicable.

The number of compliance issues alone may not provide a meaningful insight into a suppliers performance. For example, any self-reporting carried out proactively by a supplier may result in a higher number of recorded compliance issues but the reporting itself demonstrates a strong compliance framework and culture.

We would therefore encourage the Utility Regulator to ensure that any quantitative information is supported by qualitative explanations which distinguish between self-reported issues and issues identified through regulatory intervention, open issues and issues that have been fully resolved and isolated incidents versus systemic failures.

Providing this additional context would help ensure that consumers and stakeholders are able to form a balanced and informed view of compliance performance across the sector while supporting transparency, accountability and continuous improvement.

Question 2. To what extent would it be necessary or desirable to have the published data anonymised / pseudonymised? Stakeholders should outline and explain (where applicable) their rationale for the views expressed and include examples where appropriate.

Potential compliance issues identified through routine monitoring or annual assurance processes do not necessarily constitute licence breaches.

The publication of attributed information relating to matters that have not been fully assessed or determined could risk misleading consumers and stakeholders and may undermine the significant efforts made by suppliers to rebuild and maintain consumer confidence and trust.

The use of anonymised data would continue to promote transparency by providing valuable insight into sector-wide trends, emerging issues and areas of regulatory focus while reducing the risk of reputational harm where no breach has been established. It would also encourage openness and proactive self-reporting by suppliers, supporting a culture of continuous improvement and shared learning across the sector.

Where matters progress to formal investigation and are published in accordance with the Utility Regulator's established processes, firmus energy agrees that information should continue to be reported in line with the Utility Regulator's existing publication and enforcement procedures.

This approach strikes an appropriate balance between transparency, fairness and accountability while ensuring that consumers receive accurate and contextualised information.

Question 3. To what extent do you agree with our proposal to include relevant detail by licence type to
ensure the data remains of value to the reader. Stakeholders should outline and explain (where applicable) their rationale for the views expressed and include examples where appropriate.

firmus energy agrees that information should be presented by licence type.

Reporting by licence type will improve the value of the report by recognising the differing activities, obligations and risks associated with various sectors of the market.

It will also help stakeholders understand where compliance themes arise without creating inappropriate comparisons between fundamentally different licence categories.

We would support publication at a sufficiently high level to preserve anonymity, particularly in markets with a small number of licensees.

Consideration should be given to whether the publication of detailed information by licence categories containing only a small number of participants could inadvertently identify individual suppliers.

Overall, firmus energy agrees that reporting by licence type strikes the appropriate balance between transparency and relevance which in turn will provide a more meaningful insight for the consumer.

Question 4. Should information about cases closed at the Initial Enquiry Stage through and alternative resolution also be published in our Compliance and Enforcement Annual Report? Please provide the rationale for your position including how it represents the consumer interest.

Whilst firmus energy supports the publication of cases closed via alternate resolution, we feel it is important that the report clearly explains the distinction between alternative resolution and a formal breach.

It should also be made clear that the matter did not progress to formal enforcement action.

This distinction is important to ensure consumers and stakeholders are not left with the impression that all reported cases represent confirmed non-compliance.

Provided this context is clearly communicated, the inclusion of such information would support transparency and encourage wider industry learning.

Question 5. Do you have any additional comments on the proposed annual report in relation to how the publication of the proposed information is in the interests of consumers? If you have any additional comments, please provide clear rationale.

firmus energy supports the Utility Regulator's objective of enhancing transparency regarding compliance and enforcement.
To maximise consumer benefit we suggest the annual report should distinguish clearly between potential compliance issues, investigations and confirmed breaches and provide context regarding consumer impact.

We believe this approach would provide consumers with meaningful insight into regulatory oversight whilst maintaining the balance between transparency, fairness and proportionality.

Question 6. Do you agree that where this document has an impact on the groups listed, those impacts are likely to be positive in relation to equality of opportunity for consumers? If you do not agree, please provide your rationale and examples where possible.

firmus energy agrees that the proposals are likely to have a positive impact on equality of opportunity for consumers.

Improved transparency regarding compliance monitoring and enforcement activity will increase consumer confidence in the robust regulatory framework and help demonstrate that regulated companies are being held accountable for compliance with their obligations.

The proposed report should benefit all consumer groups by improving visibility of regulatory activity and consumer protections. We agree that there is no obvious evidence that the proposals would adversely affect any Section 75 group, provided the information is presented in a clear and accessible format.

We would support continued use of accessible communications, including consultation with organisations such as Plain English/ Plain Numbers to ensure clear presentation of data so that the report is understandable to all.

Yours sincerely

Carrie McCormick
Regulation Manager

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