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Consultation on the Publication of Utility Regulator Compliance and Enforcement Annual Report

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1. Introduction

Evolve welcomes the opportunity to the Utility Regulator's consultation on the Publication of their Compliance and Enforcement Annual Report. Overall, Evolve are supportive of the Utility Regulator's intention to publish a Compliance and Enforcement Annual Report, its aims and the proposed content. We have provided responses below to the individual consultation questions.

2. Responses to individual questions

1. **Do you agree with our proposed compliance data providing detail of both our routine and annual compliance monitoring?**

Yes, Evolve broadly agree with the proposed compliance data outlined in the consultation document. In particular, having a summary of common compliance issues per licence type will be helpful to understand if there are areas that could benefit from improvement and guide future work.

In addition to the numbers of compliance issues, it may be helpful to provide some further detail on the overall impact of the issues for readers to better understand the impact on consumers. For example, there may be potential compliance issues identified that are driven by misalignment between company processes and licence requirements. Whilst a compliance issue, these could have limited consumer impact. It may also be beneficial to understand if a potential compliance issue has been identified, has it since been resolved during the process.

2. **To what extent would it be necessary or desirable to have the published data anonymised / pseudonymised?**

Evolve's preference would be for the published data to be anonymised/pseudonymised. Individual licensees will be aware of any potential compliance issues relating to them and should be actively attempting to resolve these, but we do not believe that it would be beneficial to publish names of companies in this summary report.

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.**

Evolve are content that it is broken down by licence type, provided individual licensees are not identifiable. This would allow themes and areas for improvement to be identified while maintaining commercial confidentiality.

4. **Should information about cases closed at the Initial Enquiry Stage through an alternative resolution also be published in our Compliance and Enforcement Annual Report?**

If a case has been closed following the Initial Enquiry Stage through an alternative resolution, and that information and description has been included in other publications, such as the UR Annual Report, Evolve are content that this information is also included in the Compliance and Enforcement Annual Report.

Where cases are closed at the Initial Enquiry Stage because there is no case to answer or the breach is minor and has been resolved, Evolve agrees that this information should not be published as it provides no additional value.

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?**

Evolve have no further comments.

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?**

Evolve agrees that the information in this report should help all consumers and is unlikely to have any negative impacts on the groups listed.