

Our consultation standard

- 1. We will treat consultation as an opportunity. As well as being an opportunity for those affected by our proposals to contribute their views, it is also an opportunity for us and helps us make robust decisions.**
- 2. We will avoid a 'one size-fits-all' approach to consultation. We will focus on making sure, in designing our consultations, that both the subject matter and likely audience is paramount when considering how our approach. We wish to ensure that stakeholders are given every chance of contributing – through being flexible about the methods and the timing of consultation.**
- 3. Each consultation will have a defined process – we will clearly set out when the consultation starts and when it will finish. We will aim to publish our decision/ conclusion/ response within 3 months of the end of a formal consultation period.**
- 4. We seek feedback as a critical part of good consultation. Each decision by us will outline our consideration of the views that we have received and explain how we have reached a decision. We will normally publish consultation responses. Respondees will be provided with a copy of our decision and will be afforded an opportunity to meet with us directly as necessary.**
- 5. While we recognise the quality of consultation is as important as process, we will set limits for the length of consultations:**
 - i. regulatory policy consultations, such as our consultation on the development of the retail energy market, will last for a minimum of 12 weeks;**
 - ii. more regulatory (non-public policy) consultations, such as in respect of price control decisions, will last a minimum of 8 weeks;**
 - iii. technical regulatory matters (for which prescriptive consultation times are stipulated by statute), such as those relating to the granting of a licence, will last a minimum of 4 weeks**
- 6. We recognise that sometimes our documents can be complex and technical. We aim to improve the accessibility of all of our documents by introducing a common format which includes elements that help understanding – a plain English abstract about the subject, an executive summary outlining key points and a glossary to explain key terms used.**