



## **PANEL MEMBERS**

**Sarah Harrison**, Senior Partner – Sustainable Development, Ofgem and Panel Chair

Sarah took on leadership of Ofgem's new Sustainable Development Division in September 2009. The Division was created as part of Ofgem's restructuring, the aim of which is to increase Ofgem's role in helping to meet Britain's targets to cut carbon emissions. The Division brings together Environmental, Social and Consumer policy. It will lead on smart metering policy as well as enforcement and better regulation.

From 2005 Sarah was Ofgem's Managing Director of Corporate Affairs and before that she was Ofgem's Communications Director. From 1994 – 1999, Sarah was the first Director of ICSTIS, the UK industry regulator for premium rate telephone services. Sarah's earlier career was in government and public relations consultancy.

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**Audrey Gallacher**, Head of Consumer Focus.

Consumer Focus is a statutory organisation that champions the interests of consumers across England, Wales, Scotland and for post, Northern Ireland. Audrey's role covers the energy industry including both wholesale and retail market structure, working with companies to drive improvements in the service provided; this includes the treatment of consumers, especially vulnerable consumers. Audrey was previously Head of Company Performance, Research & Advice for the consumer body energywatch.

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**Dr Gill Owen** is a Senior Research Fellow at Warwick University Business School, Chair of the Public Utilities Access Forum, a Non Executive Director of Ofwat, Deputy Chair of the Government's Fuel Poverty Advisory Group and member of Ofgem's Social Action Strategy Review Group.

Gill was also a member of the Competition Commission for ten years until 2002 and has been a non-executive member of Ofgem's Management Board. She has been a Specialist Adviser to the UK's House of Commons Environmental Committee and an Expert Adviser to the Economic and Social Committee of the European Communities on sustainable energy policy issues.

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**Derek Lickorish**, Chair of the Fuel Poverty Advisory Group

Derek has 40 years experience in the energy industry. Derek now focuses on Fuel Poverty and Smart metering. He is currently Chair of the Government's Fuel Poverty Advisory Group and a Non Executive Director of Secure Meters Ltd. He also has his own consultancy business. Derek was employed by EDF Energy as their Chief Operating Officer, Customers Branch, for nearly 5 years and was previously the Customer Service and External Affairs Director at SWEB from 1996. Derek has held several executive positions as well as Senior Management and individual contributor roles. He has also served on the Boards of Private companies and Public and Private sector partnerships in a range of roles including deputy Chairman and Chairman.

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**Solitaire Townsend**, Co-founder Futerra,

Solitaire, convinced that a new approach to marketing and PR was needed to engage businesses and consumers on sustainability led her team and her passion for professional green communications is as strong as ever. Solitaire is recognised as a top specialist in this area and provides senior counsel to Futerra's corporate and government clients. Solitaire holds a Masters degree in Sustainable Development and is a member of the United Nation's Sustainable Lifestyles Taskforce, a board member of Tomorrows Company, and was chosen as one of fifteen 'London Leaders' by former Mayor Ken Livingstone."

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## OFGEM ELECTRICITY DISTRIBUTION CUSTOMER SERVICE REWARD

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**Simon Roberts**, Chief Executive, Centre for Sustainable Energy

Simon has been helping people to develop effective responses to the threat of climate change and the misery of cold homes since 1985. Appointed Chief Executive of the Centre for Sustainable Energy in 2002, he has previously worked for Triodos Bank and as Friends of the Earth's National Energy Campaigner. Simon has recently contributed to CSE's work on: distributional impacts of UK climate policies; local performance frameworks on CO2 reduction, and; community engagement with sustainable energy initiatives. His advisory roles include the Government's Renewables Advisory Board, the ESRC RESOLVE Programme Board, and Ofgem's Consumer Challenge Group for DPCR5.

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