

PANEL MEMBERS (2010/11)

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.

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.

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.

Gretel Jones, Consumer Markets Policy Advisor, Age UK

Gretel joined Age Concern England in 1997 and is responsible for determining policy on a wide range of consumer issues. Current key issues she is working on are the alleviation of fuel poverty, digital inclusion, scams and rogue traders and the introduction of digital television and radio. She represents Age UK on a number of external bodies including the Digital Television Consumer Expert Group, the Advisory body to the Office of Fair Trading and Trustmark trades Approval Scheme and Ofgem's Consumer Advisory Group on smart meters. Prior to that Gretel worked for Consumers' Association and then for Consumers International with responsibility for co-ordinating their input into product and service standardisation and related product safety issues. She also spent several years working as a consumer adviser and in consumer education before moving to work in a London local authority economic development department.

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Tony Grayling, Head of Climate Change and Communities, Environment Agency

Tony Grayling is head of Climate Change and Communities at the Environment Agency, leading on cross-cutting issues including sustainable communities, climate change and planning. He was previously a special adviser to David Miliband and Hilary Benn at DEFRA, helping to conceive and design the Climate Change Act 2008. From 2002 to 2006 he was an associate director and head of the sustainability team at the Institute for Public Policy Research, which he joined in 1999 as a research fellow. He was a special adviser to the Minister for Transport, Gavin Strang, from 1997-98 during the development of the 1998 integrated transport white paper and before that a researcher successively to Labour MPs Ron Davies and Anne Campbell. Educated at Thorpe St Andrew School, Norwich and Fitzwilliam College, Cambridge University he has a PhD in plant sciences.

Sue Cox, Head of Consumer Policy at Ofwat

Sue Cox is currently leading Ofwat's review of how customers should be engaged in business planning and future price reviews. She developed the Service Incentive Mechanism which is now driving significant improvements in customer experience and oversees Ofwat's customer research. Before joining Ofwat Sue worked in a range of policy roles in Defra.

Janet Wood, Utility Week

Janet Wood has been a Journalist writing for the power industry for 20 years. After covering the restructuring of the UK industry in the early 1990s she went on to write about the power industry worldwide and the shift to a low carbon agenda. She has been with Utility Week for five years and editor of the magazine for two years. She has a joint honours degree in Physics and Chemistry from Royal Holloway, University of London, and is the author of books on nuclear power and local energy generation.
