

Regulation and consumers' interests

Session 4

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- **What is driving consumer satisfaction and dissatisfaction in UK regulated markets?**
- **How much responsibility should regulators accept for consumers who don't engage in search or switch, and suffer as a consequence?**
- **Are regulators sufficiently open to consumer views, and attuned to consumer behaviour?**

- **How can consumer representative groups best serve consumer interests in regulated markets?**
- **Do the regulatory frameworks allow regulators to make good choices between short- and long-term consumer interests?**
- **Do regulators, firms and consumer groups take a sufficiently differentiated view of the interests of consumers across the UK?**