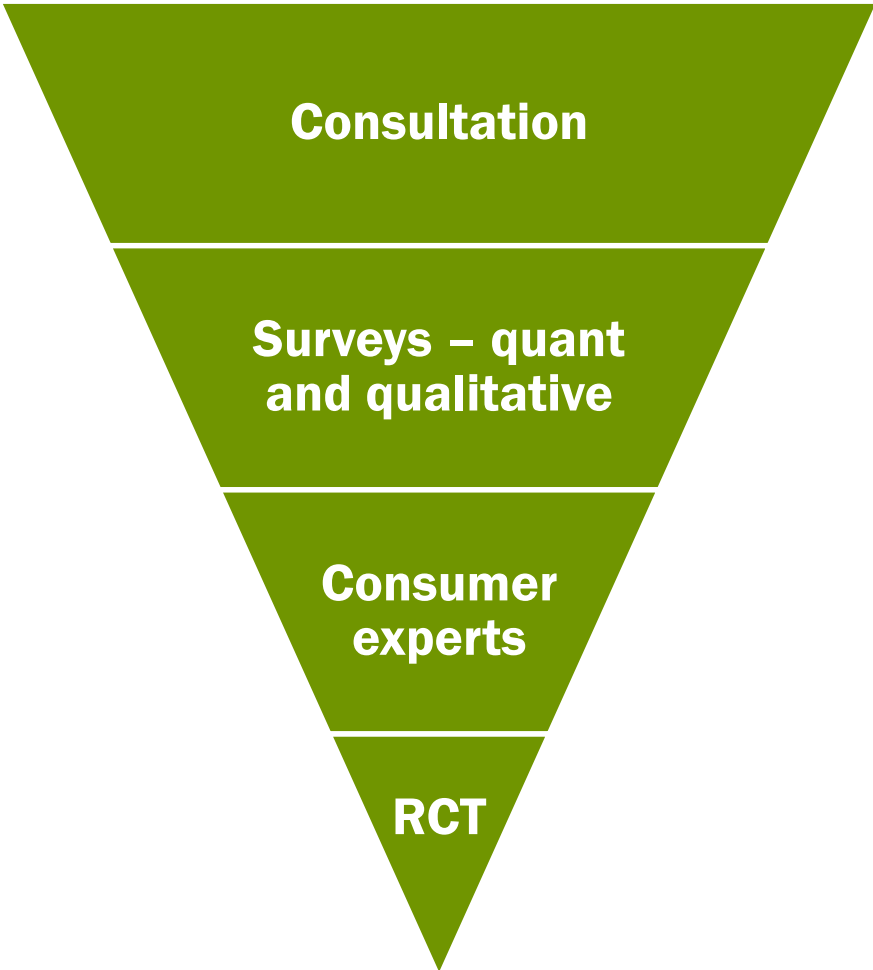
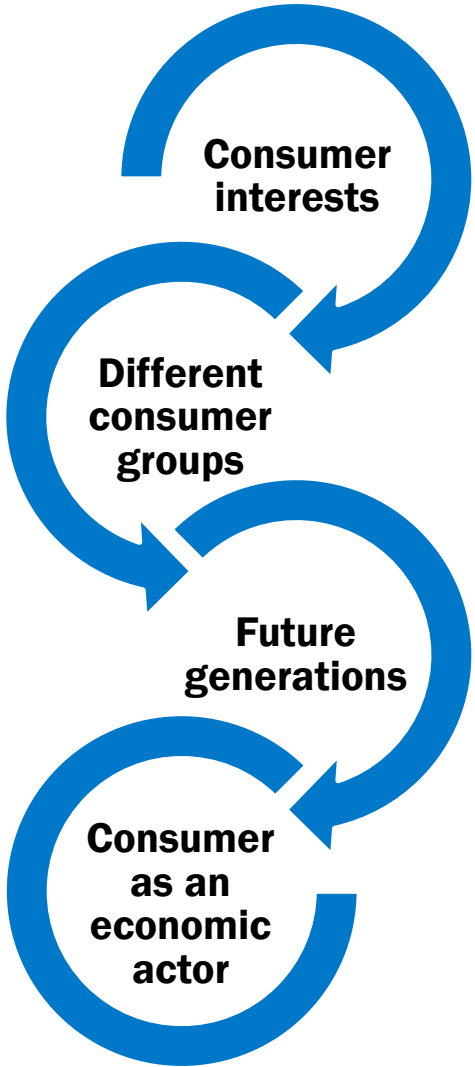
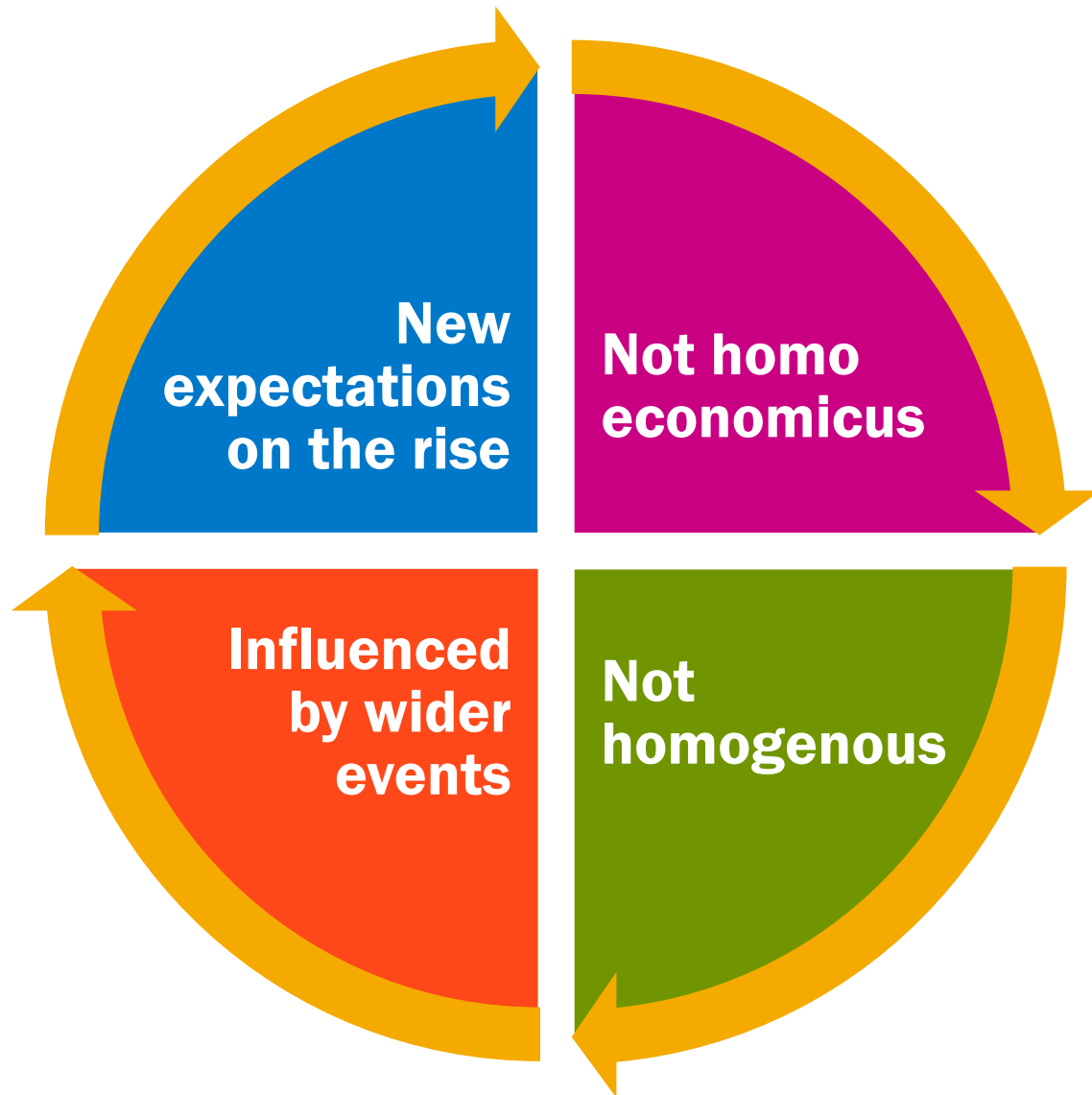


Consumer interests – discovering what they are
What are we doing, what have we discovered so far and what questions does this raise for Regulators?

Rachel Fletcher

September 2018





Policy making

How to maximise the robust use of customer research?

What are the limits to the use of this research as an input?

Market design and regulation

How to make more use of RCTs and bring behavioural economics thinking in general

Role of the regulator

How far should we get involved in responding to consumer interests beyond price and quality?

How do we retain independence and provide certainty?

Regulatory tools and resources ?????