

**MINUTES OF A MEETING OF THE BOARD OF THE
ISLE OF MAN OFFICE OF FAIR TRADING HELD ON 20TH NOVEMBER 2023 AT 11:00
IN THE 'SILVERDALE' MEETING ROOM, THIE SLIEAU WHALLIAN, ST JOHNS**

	TO PUBLISH	ACTION
PRESENT	Mr J C Wannenburgh MHK, Chairman Mr M J Bathgate, Member Mr L Wong, Member Mr B Murphy, Member	
SUPPORTED BY	Mr J R Peet, Head of OFT Mr N R Taylor, Secretary to the Board Mr Z A Miah, Economist, Competition and Markets (for item 3 only) Mr D Burnett, Business Development Officer (for item 3 only)	
APOLOGIES	Ms V McLauchlan, Director of OFT	
2023/10/01	<p>CONFLICTS OF INTERESTS</p> <p>Members and officers considered agenda items in which they had interests or may have been conflicted. None were identified.</p> <p>It was confirmed that Mr Peters MHK had formally resigned since the last meeting.</p>	-
2023/10/02	<p>ISLE OF MAN ENERGY BILLING ISSUES</p> <p>Members had met with representatives of Isle of Man Energy, the Managing Director and Business Development Manager earlier in the day to discuss the significant problems and concerns relating to gas customer disconnections. The OFT Chief Officer, OFT Director and Chief Officer of the Communications and Utilities Regulatory Authority had also been present.</p> <p>The Managing Director of IOM Energy had explained the company's process in disconnecting customers and explained its customer services provisions in light of its recent closure of its public counter.</p> <p>Representation was made in respect of complaints received by the OFT.</p> <p>The Managing Director agreed the following:</p> <ul style="list-style-type: none"> • The schedule of disconnections was to be paused until at least Christmas. • A joint media release was to be prepared for issue later in the day advising of actions. • IOM Energy would 'triage' known OFT cases and any new cases in conjunction with the OFT. 	

	<ul style="list-style-type: none"> • The Managing Director would see all cases prior to disconnection. • Disconnection policy and procedures would be published on the IOM Energy website. • The OFT would make contact with Social Security to facilitate and re-established links with IOM Energy. 	
2023/10/03	<p>COMPETITION ACT SECONDARY LEGISLATION</p> <p>The Economist, Competition and Markets and Business Development Officer joined the meeting for this item.</p> <p>The following were agreed and, with some minor amendments and queries to discuss with the drafter, were approved for consultation:</p> <ol style="list-style-type: none"> 1. Competition Act 2021 2. Competition (Investigations) (Anti-Competitive Practices and Markets) Rules 2023 (section in Act. 9(4)) 3. Competition (Methodology) (Penalties and Restitution) Regulations 2023 (section in Act 20(1)) 4. Competition (Merger Notification Thresholds) Order 2023 (section in Act. 23(1)) 5. Competition (Merger Hearings) Rules 2023 (section in Act. 23(3)) 6. Competition (Proposed Mergers) (Investigation Procedures) Rules 2023 (section in Act 25(10)) 7. Competition Mergers Form. 	JRP/ ZAM
2023/10/04	<p>ANY OTHER URGENT BUSINESS</p> <p><u>PARLIAMENTARY QUESTIONS</u></p> <p>The following questions for oral answer to be asked at Tynwald of the 21st November 2023 were noted:</p> <ul style="list-style-type: none"> • Question from Mr Moorhouse MHK re gas disconnection. • Question from Mr Moorhouse MHK re enforcement action against IOM Energy. • Question from Mr Moorhouse MHK re veterinary bill payment plans. <p>Draft answers were being finalised. Response on gas disconnection would be dependent on the issuing of the media release discussed above.</p>	-
2023/10/05	<p>As there were to be votes in Tynwald the following day to approve Mr Wannenburg as Chairman of the MUA and to approve Mr T Glover MHK as Chairman of the OFT, this was likely to be the Chairman's last meeting. He thanked the Board and staff sincerely for their work and support.</p> <p>The meeting closed at 13:00</p> <p>Signed _____</p> <p>Dated _____</p> <p>Chairman</p>	

