

GOVERNMENT CONSULTATION HIGHLIGHTS

November 2025

A brief summary of current government consultations of potential interest to RSN members. This is not intended as an exhaustive list of all relevant consultations.

Fairer, faster redress in the energy market – Department for Energy Security & Net Zero

This consultation seeks stakeholders feedback on government proposals to ensure that consumers have access to fairer and faster redress. This includes proposals to:

- make the process quicker for consumers by reducing the window before complaints can be escalated to the Ombudsman from 8 weeks to 4 weeks (with exceptions for complex cases) and reducing the time that the Ombudsman has to consider complaints to 4 weeks
- explore how to make referral more automatic to reduce the burden on consumers, including advanced signposting, automatic onboarding of consumer details and proactive outreach
- give the Ombudsman an explicit power to require suppliers to compensate consumers where a ruling has not been implemented on time
- strengthen the standing of the Energy Ombudsman by designating it in legislation and giving statutory weight to Ombudsman decisions by placing an explicit obligation on suppliers to implement Ombudsman ruling.

This consultation closes on 4 December 2025.

[Fairer, faster redress in the energy market - GOV.UK](#)

New penalties for water company offences – Department for Environment, Food & Rural Affairs

Government want to know what you think about the proposed introduction of new penalties for offences committed by water companies in England. Their proposed changes are:

- allowing the Environment Agency to impose variable monetary penalties to the civil standard of proof for a range of permit and licence breaches, as well as other permitting, abstraction, impounding and drought offences
- setting a cap for variable monetary penalties imposed to the civil standard
- introducing new automatic penalties that are designed to streamline enforcement for offences that can be identified and evidenced quickly
- setting a value for the new automatic penalty.

This consultation closes on 3 December 2025.

[New penalties for water company offences - GOV.UK](#)

Continuing the Warm Home Discount Scheme – Department for Energy Security & Net Zero

Government is seeking views on the design of the Warm Home Discount scheme from winter 2026 to 2027 to 2030 to 2031.

This consultation sets out the government's proposals for the new scheme period and is gathering feedback from stakeholders on:

- the design of the core elements of the scheme
- options for the next scheme period in Scotland
- proposals to change the administration of the scheme
- a call for evidence on Industry Initiatives
- a call for suggestions for future improvements during the next scheme period

This consultation closes on 20 November 2025.

[Continuing the Warm Home Discount Scheme - GOV.UK](#)

Water Efficiency Standards: a review of Building Regulations 2010 Part G2 – Department for Environment, Food and Rural Affairs

Government is seeking views on revising the Water Efficiency Standards in the Building Regulations 2010 for new homes.

It includes an option to revise the:

- Water Efficiency Standard in new homes from 125 litres per person per day to 105 litres per person per day
- Optional Technical Standard from 110 litres per person per day to 100 litres per person per day

This consultation closes on 16 December 2025.

[Water Efficiency Standards: a review of Building Regulations 2010 Part G2 - GOV.UK](#)