

Wholesale Supply Inquiry Indicators Update

May 2026



Purpose of this update

This update summarises the key feedback themes we have heard from stakeholders, and how that feedback is shaping improvements to the wholesale indicators.

What we've heard

Stakeholder feedback has highlighted several consistent themes:

- **Strong support for the use of indicators** to track progress and trends over time, although some stakeholders expressed concerns about the burden of additional reporting and disclosure of commercially sensitive information.
- **Confusion between indicators and KPIs**, with indicators being incorrectly described as performance measures or enforcement tools.
- **A clear preference for objective, quantitative, operationally grounded measures**, with well-defined methodologies. Stakeholders noted that surveys and qualitative insights are most useful when used to provide context rather than as primary evidence.
- **Recognition that wholesale supply operates across multiple channels**, and that assessment of effectiveness should consider the full range of channels rather than focusing on a single channel.

Changes we are looking to make

In response to this feedback, we are considering a range of updates to the draft wholesale indicators, including:

1. **Clarifying the role of the wholesale indicators**
Making it explicit that the indicators are non-executable trackers, not KPIs. As a regulator our approach to monitoring differs to how a business tracks its progress. The indicators are a set of data points, both measurable and indicative, designed to help build a broad picture of the wholesale market. We may use the indicators to initiate additional monitoring about certain issues that persist or emerge.
2. **Restructuring the indicators**
We are looking to streamline and reorganise the indicators, including by integrating relevant visibility measures within the pricing and range indicators, to improve coherence and reduce duplication.
3. **Introducing a two-tier approach to measures**
For example, distinguishing between:
 - Tier 1 measures: objective, quantifiable, and operationally grounded metrics that provide detailed and robust insights; and
 - Tier 2 measures: more subjective inputs (such as surveys) that offer broader market intelligence and contextual understanding.
4. **Improving definitions and contextual clarity**
We will strengthen definitions and explanatory material across the indicators, including clearer treatment of concepts such as “opt out”, “sales information”, and rebates, discounts and payments (RDPs).
5. **Reflecting the multiple wholesale channels more clearly**
We are seeking to make it clearer that the indicators, taken as a whole, are designed to capture the full range of wholesale channels. However, not every individual indicator or measure will be relevant to every channel.

Next steps

The revised wholesale indicators, as part of the proposed monitoring approach, will be included in Inquiry's Draft Report, along with an engagement summary. Stakeholders will have the opportunity to comment on the proposed monitoring approach as part of the consultation on the Draft Report.