

Energy team update

**citizens
advice**

Supplier liaison meeting - July 2016

Research update: published reports

[On supply, in control](#)

[Welfare reform and essential bills](#)

[Tackling tariff design](#)

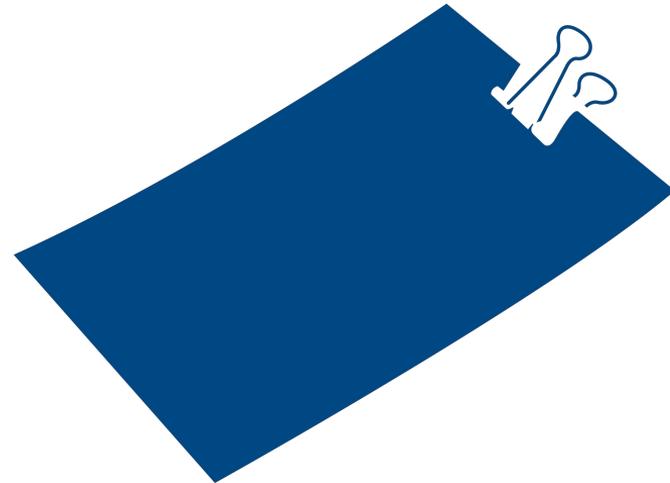
[Improving consumer participation in the energy market](#)

[Early consumer experience of smart meters](#)



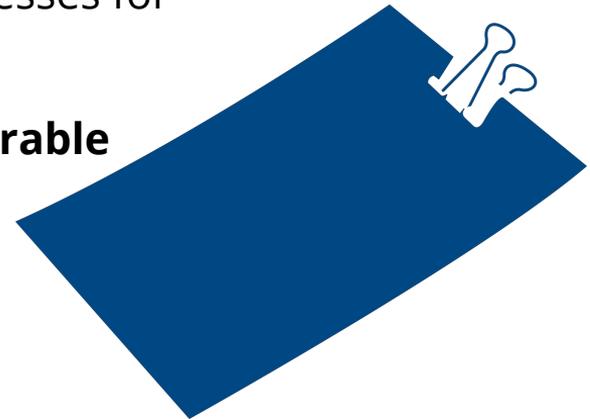
Retail team updates

- The latest [quarterly league table](#) was published on 3 June.
- We'll soon notify suppliers of dates to receive individual reports from our **signposting audit** and the deadline for returning any comments
- Currently consulting on our **energy comparison tool**
- **Non-domestic supplier league table**



Retail team updates: vulnerability workstream

- Seeking to develop a **PSR tool** that will allow consumers to sign up to multiple Priority Service Registers through a single webform on our website.
- Working with Ofgem on developing a broad principle around vulnerability
- Identifying **good practice** around customer service processes for vulnerable consumers
- Assessing the current state of support available to **vulnerable consumers**.



Smart & Sustainable updates

- IPPR published a report on our joint event - [Challenges and Opportunities for Community Energy](#)
- We carried out an information request to privately owned heat network companies. Outcomes and recommendations will be published in August
- Research on driving take-up of energy efficiency measures will be published this Thursday
- Research on ECO will be published mid-August



Information requests

- Supplier policies on IHDs, install and leave policies (delayed)
- Energy comparison tool
- Number of customers on SVT

Audit of complaints signposting

- We're undertaking an audit of complaints signposting by energy suppliers, to the Citizens Advice Consumer Service and Ombudsman Service for Energy.
- We received 55 submissions from suppliers to our information request, and the materials received have now been audited.
- Suppliers will receive their individual draft report on 15 August to fact check.
- Publication of audit findings and final report is expected late Summer/early Autumn.

Energy supplier comparison tool project

- We commenced the comparison tool project in the Spring, to explore how domestic energy supplier performance information, published by Citizens Advice, can be developed.
- Internal and external stakeholder workshops in June have helped shape the project. Further workshops to take place in August and September.
- Initial engagement with third party intermediaries has been positive.
- [Consultation](#) published on 26 July, deadline for responses is 9 September.
- Information request on 12 August, questions about this welcome before 5 August.

Sharing good practice

We want to share good practice with energy suppliers to make sure vulnerable consumers get the help and support they need.

Why?

- New entrants
- Principles-based regulation
- Better processes for vulnerable consumers benefit all consumers

Sharing good practice

What have we learned already?

[Help and support](#) for prepayment customers who self-disconnect

[Welfare reform and essential bills](#)

[On supply, in control](#)

1. Upskilling frontline customer service agents
2. Specialist teams
3. Data and segmentation
4. **Strong signposting/referral routes to third parties**

Sharing good practice

What works well in terms of offering help and support to consumers via a third party?

What are the challenges?

- Signpost or referral
- Maximising take-up, minimising drop-out
- Range of agencies (debt and money advice, energy efficiency, foodbanks)

Sharing good practice

Next steps

August

Addressing Fuel Debt summary paper

September

Research interviews

October/November

Analysis and feedback

Any questions - naomi.grayburn@citizensadvice.org.uk



Presented by:

gillian.cooper@citizensadvice.org.uk

isobel.croot@citizensadvice.org.uk

naomi.grayburn@citizensadvice.org.uk

Date: **27 July 2016**