

Energy team update



Supplier liaison meeting
31 January 2018

Recent publications

- [Good practice guide: holistic support for PPM customers in financial difficulty](#)
- [Introducing effective energy efficiency standards for private renters - research report and summary](#)
- [Heat information - an audit of online information for heat customers](#)

Recent blogs

- [To get a fair deal on energy, people need accurate price comparisons](#)
- [How the government can help renters in cold homes](#)
- [Energy networks owe consumers £7.5 billion. Now they need to give it back](#)
- [Heat network customers deserve better customer service](#)
- [The smart meter roll-out is ramping up](#)
- [9 million people are missing out on support with their energy supply](#)

Big Energy Saving Week blogs

[1 in 3 people feel they don't know enough to switch energy supplier](#)

[Everyone needs to benefit from easier ways to switch your energy supplier](#)

2018/19 work plan

To reflect the increasingly cross-cutting nature of consumer problems, and the value of learning lessons across markets, the [draft plan](#) is arranged under four themes:

- Throwing light on the way billions of pounds are spent on **infrastructure and major projects**, making sure consumers get value for money
- Protecting consumers in turbulent times by **strengthening mechanisms of consumer power**: redress, choice, and consumer voice
- Tackling **practices that exploit consumer behaviour**, such as misleading pricing or bills that sky-rocket when a fixed-contract ends
- Fighting for **protections and market access for vulnerable people**, from economically excluded groups to people at risk of scams

2018/19 work plan - Energy

- All consumers are paying a competitive price for their energy with the switching processes made more consumer-friendly and well-designed price caps protecting those who are not switching
- Frameworks for agreeing and distributing the costs of the energy system are being developed with the interests of all consumers at the forefront and under public scrutiny
- There is a clearer, industry-wide agreement about the protections and support needed to ensure all consumers can benefit from the changes in the market heralded by smart meters
- There is a stronger, more coherent support offer for those in vulnerable situations across all companies in the industry. There is a guarantee of effective support for those who cannot afford to heat their home
- Responses are due by **13th February**

2018/19 Work Plan - Energy

The Big Energy Saving Network (BESN) is made up of local community groups and charities across Great Britain that can advise on energy saving in the home, switching energy suppliers, different energy tariffs and government support to help the most vulnerable get warmer homes and lower fuel bills.

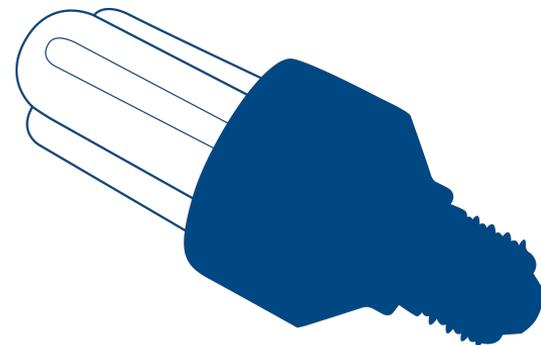
The Network contains specially trained 'Champions' that coordinate the training of community volunteers so that they can proactively provide energy saving advice through events and outreach programmes in local communities to help households reduce their energy costs and consumption.

In 2018/19 Citizens Advice will be taking on responsibility for BESN and will look to deliver a single effective community outreach programme across England, Scotland and Wales, alongside our delivery of the Big Energy Saving Week campaign and Energy Best Deal programme.



Retail team updates

- Good practice guide: holistic support for PPM customers in financial difficulty. Policy report on self disconnection is due to published in Q4 2017-18
- Our joint research with Ofgem into the experiences of micro business consumers is underway - report due April
- Research into the experience of customers with time of use tariffs is underway and due to be published in Q1 2018-19



Smart and sustainable team updates

- NEW INFORMATION: [Monitoring the smart meter rollout](#)
- Blog: consumer complaints about energy products and services
- Considering issuing an info request on deemed appointments

Research:

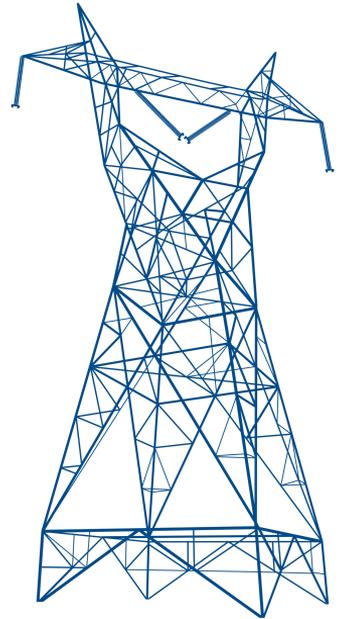
- Heat networks research project on future of regulation
- Smart home (products and services) research project
- Early consumer experiences of smart meters
- Future of fuel poverty support research project
- The future of gas



Energy networks & regulation team updates

Upcoming projects & publications

- Missing Billions - SSEN and SGN have committed to return £210m
- RII02
 - Research into how networks should conduct consumer engagement to deliver best consumer outcomes



Other policy reports

Forthcoming reports from the Consumer and Public Services team

- The cost of loyalty: exploring how long-standing customers pay more for essential services (1 February)
- Qualitative research project exploring people with mental health problems experiences of essential service providers (end February)
- In April, we will publish a cross sector report based on interviews with Citizens Advice advisers which explores our clients' experiences of accessing additional support such as the PSR



Energy supplier star rating update

- We set out our decision on changes to the supplier rating in November, and issued our new RFI in December. This data is due at the end of February.
- The rating will now include all suppliers with more than 50,000 customer accounts.
- These changes mean there will be new measures for billing (accuracy and timeliness) and customer service (call centre wait time).
- The rating will be published in late March.

Background information: [Decision document](#) and [supplementary proposals](#)

Thank you

Gillian Cooper

Head of Retail Energy Markets

