

# Energy team update

**citizens  
advice**

Supplier liaison meeting  
July 2017

# Research

## Published

- [The Value of Time of Use Tariffs in Great Britain](#)
- [Energy Consumers' Missing Billions](#)
- [District Heat Networks 2: analysis of responses from private heat suppliers](#)
- [Smart choices: Investigating microbusinesses' interest in, and understanding of, smart meters](#)

[Our annual report](#)

# Blogs

- [SMEs need to be embraced in smart rollout](#) (Utility Week, 28/04/17)
- [How government can still help the poorest energy customers](#) (15/06/17)
- [These 3 decisions about regulation cost energy consumers £7.5 billion](#) (11/07/17)

## Upcoming events

- Presenting at Marketforce: Future of Energy Supply Conference on 21st September

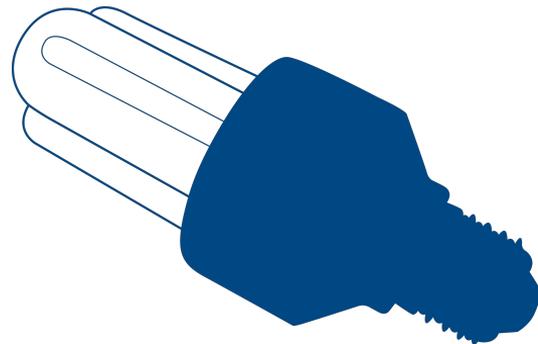
## Forthcoming publications

- Non-domestic joint research with Ofgem
- Non-domestic signposting best practice guide
- Self-disconnection research



# Retail team updates

- [Domestic complaints signposting guide](#) has been published - non-domestic one coming soon
- Historic [domestic complaints handling performance](#) is on our website.
- [Non-domestic complaints league](#) was published
- We are now in charge of ['Be an Energy Shopper'](#) website.



# Smart & Sustainable updates

- Published [results and analysis of information request on heat networks](#) - issues with lack of choice for consumers
- We will shortly be publishing research on energy efficiency standards in the private rented sector



# Smart consumer service cases

- We've been distributing monthly reports on smart meter contacts to the Consumer Service since 2015. The issues facing consumers in the smart meter roll out have changed since then. We thought it was time to check how recipients are using these reports.
- In some cases reports were not getting to the right people in some suppliers, but that they are viewed positively by those who do use them.
- We're looking at changing some of the categories to provide better detail of consumer issues around switching and disconnection.

# Energy supplier comparison tool project - update

- New model (Q1 2017) launched and [published](#) in June
- Just opened consultation on including more suppliers (18 full info currently)
- Would also mean shift to data from Request For Information (RFI) rather than current ease of contact, billing clarity and switching ease metrics from GfK
- First RFI alongside consultation process to make sure we can obtain appropriate information



Presented by: Andy Hallett

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