

Energy team update



Supplier liaison meeting
25 October 2017

Recent publications

[Joining the dots: essential services and mental health](#)

[Restricted meter good practice guide](#)

[Our policy on non-domestic TPIs](#)

[Why we're spending £2 billion more than we need to on essential services](#)

[How technology could help get you a good deal on your energy bills - and how it might not](#)

Forthcoming publications

- Good practice guide: holistic support for PPM customers in financial difficulty (w/c 23 October)
- Heat information - an audit of online information for heat customers
- Community energy: experiences of early adopters
- Introducing effective energy efficiency standards for private renters - research report and summary
- A summary of consumer contacts to the Citizens Advice service about energy products and services (first annual review)

2018/19 work plan

- We will be drafting our consumer work plan in the coming weeks
- Intention is to publish in early December
- We will be encouraging feedback during December and January
- Publish in March

Retail team updates

- Update on tripartite meetings (Joint Working Group Report)
- We're commissioning research into the experiences of customers on Time of Use tariffs - findings expected Q4 2017/18
- Our joint research with Ofgem into the experiences of microbusiness consumers is underway - report due Q4 2017/18
- We're planning to hold a Vulnerability Forum in Q4 2017/18
- We ran training for advisers at the new Consumer Service delivery centre in Manchester

Smart and sustainable team updates

- We have been speaking to Energy UK about our upcoming conference on smart metering - mid November exact date TBC
- An information request was sent to all suppliers regarding their IHD policies and procedures. Responses are requested for the 26 November

Energy supplier star rating update

- The fourth release of the rating was published in September, and the next release is scheduled for w/c 4th December
- Progress on expanding the rating
 - The consultation on expanding the rating closed in September
 - The associated information requests were completed in October
 - A decision document on the changes is due to be published by the end of October
 - We will hold a further workshop in November to help finalise the form of any new information requests and discuss the scoring of the categories

Past work on self-disconnection

- Citizens Advice published [Topping up or Dropping out](#) (October 2014)
- Citizens Advice circulated the first version of a supplier [good practice guide](#): responding to prepayment meter customers who self-disconnect (October 2015)
- Citizens Advice published [Staying Connected](#) alongside the good practice guide (April 2016)
- Energy UK updated its [PPM principles](#) (October 2016)

Current work on self-disconnection

Qualitative research with Citizens Advice clients and advisers	Jul - Sep 2017
Publish good practice guide: holistic support for PPM users	Oct 2017
Update good practice guide: responding to PPM customers who self-disconnect	
Commission GB-wide research	Oct - Jan 2017
Publish policy report	Feb 2018



Themes from the research

1. Improving access to emergency fuel top ups
2. Tailoring advice and support to PPM users
3. Alternative payment methods, e.g. Fuel Direct
4. Addressing the root causes of self-disconnection, e.g. Universal Credit
5. Harnessing the opportunities of smart PPMs

Thank you

Victoria MacGregor
Director of Energy

