

**Domestic supplier liaison meeting  
9 November 2022**



## Agenda

Time	Agenda item	Lead
9.30 – 9.40	<b>Introduction</b> Actions from last meeting	Natasha Gilmour Suzi Cassie
9.40 – 9.55	<b>Consumer Service</b> Operations update	Leanne Dullard
9.55 – 10.05	<b>Advice Direct Scotland</b> Operations update	Hazel Knowles
10.05 – 10.50	<b>Extra Help Unit</b> <ul style="list-style-type: none"><li>• Operations update</li><li>• Additional Support Project</li><li>• Update on D365 Development</li><li>• Self-disconnection process consultation</li><li>• Case Trends</li><li>• CivTech challenge</li></ul>	Natasha Gilmour Angus McMillan George Holmes



Time	Agenda item	Lead
10.50 – 11am	<b>Ombudsman Services: Energy</b> Operations update	Dan Bowler
11am – 11.05	<b>BREAK</b>	
11.05 – 11.35	<b>Supplier Spotlight</b> EDF's support packages for consumers in payment difficulty  Group discussion	Sharon Gill, EDF Energy  Open for attendees
11.35 – 11.45	<b>Citizens Advice Energy Policy Team</b> Operations update	Andy Manning
11.45 – 12noon	<b>AOB &amp; Close</b>	Natasha Gilmour



## **Actions from last meeting**

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# Consumer service update, quarter two 2022/23

citizens  
advice

citizens  
advice  
scotland

Leanne Dullard  
Operations

## Performance and Operations Q2

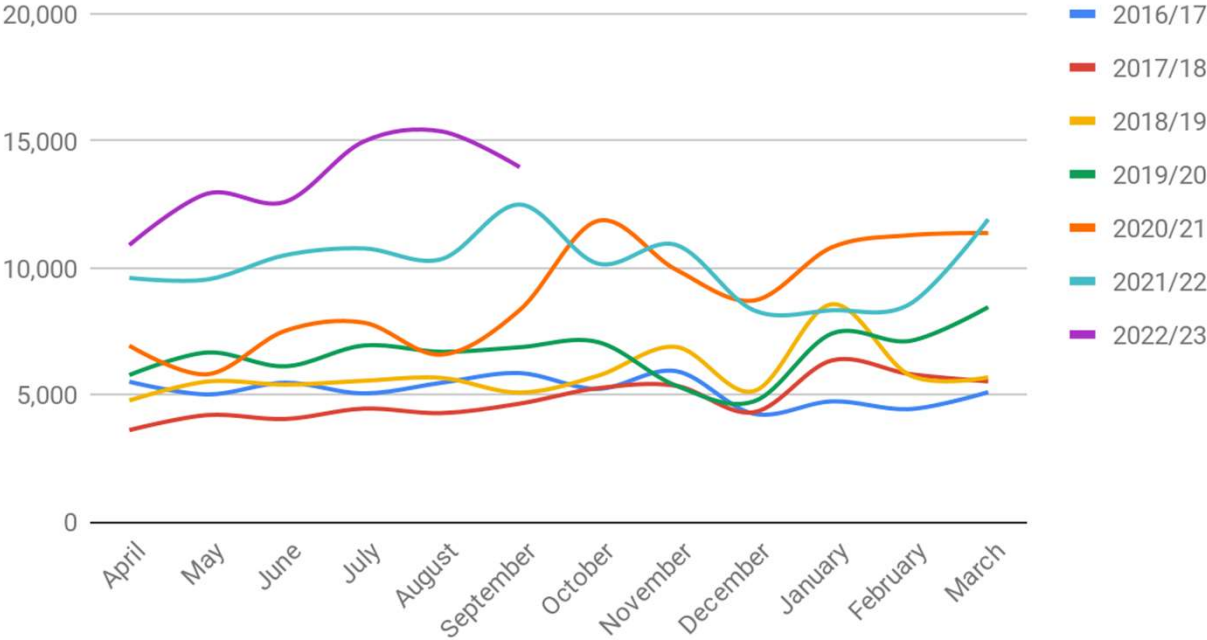
Key points from Q2 are:

- Contacts offered for Q2 22/23 have increased by 78.32% compared to Q2 21/22
- Continue to monitor issue codes to make sure cases are being coded correctly. We have focused the last few months on all the new affordability codes
- Onboarding 20 new advisers to help with the high volumes of contacts we are receiving. Some advisers have already gone live, with the remaining advisers continuing to go live up until the beginning of December



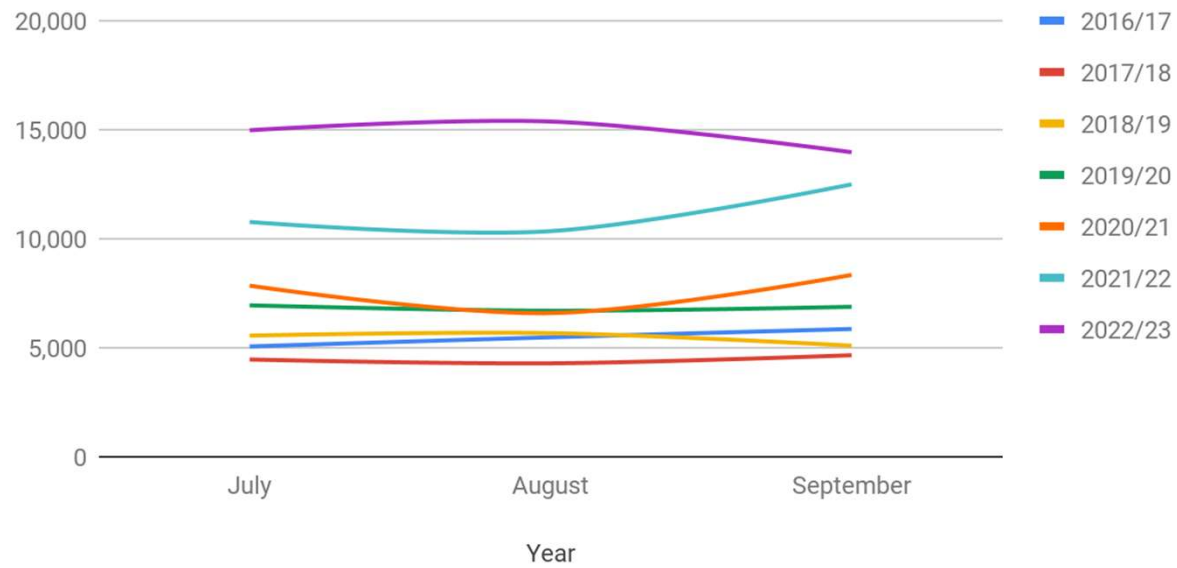
# Contact volumes comparison 2016/17 to 2022/23

Yearly comparison of contacts answered 2016/17 - 2022/23



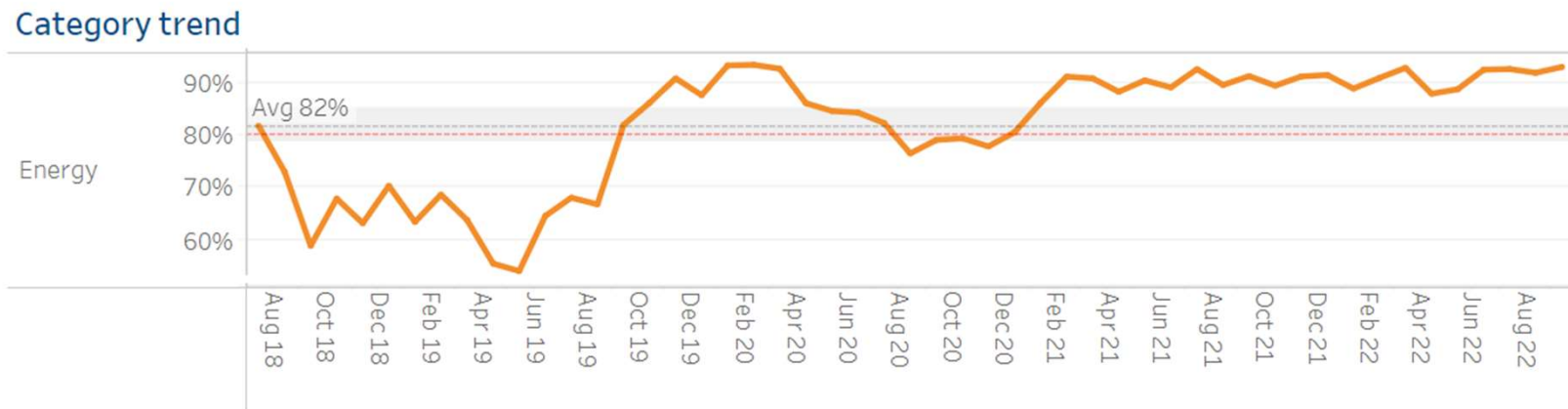
## Q2 contact volumes comparison 2016/17 to 2022/23

Yearly comparisons of Q2 contacts answered 2016/17 - 2022/23



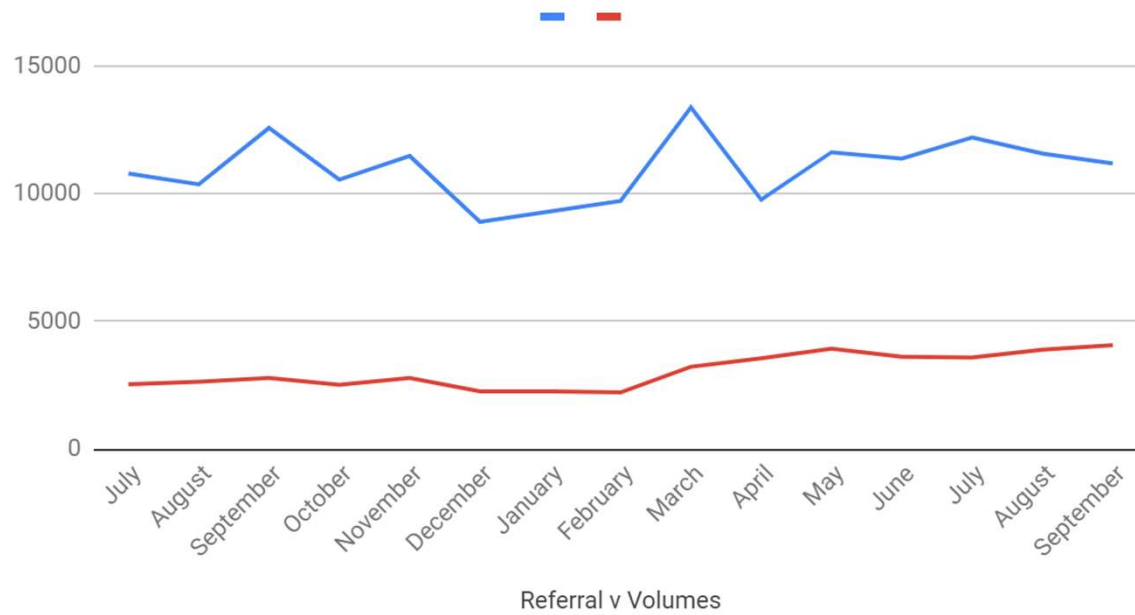


# End of call survey trends 18/19 - present

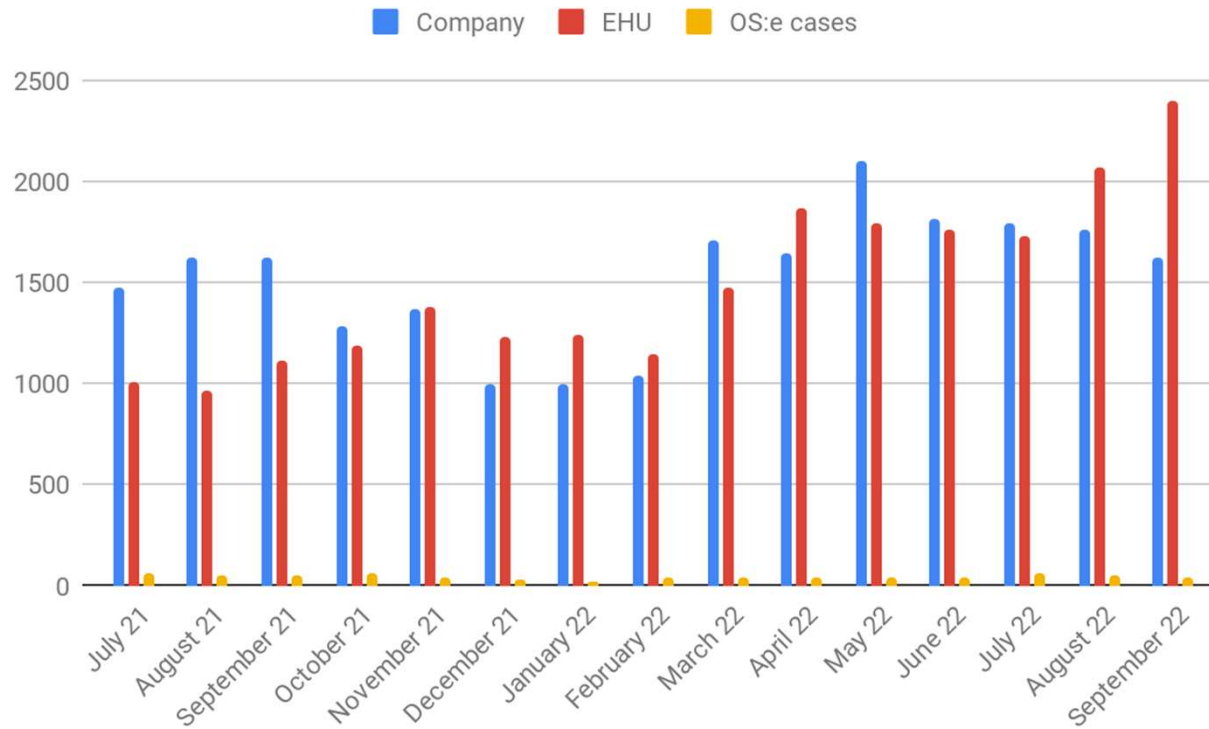


# Referrals against volumes July 21 - September 22

Volumes v referrals July 2021 - September 2022



# Referral proportions July 21 - September 2022



## Recorded information on the IVR

	Priority calls	Price cap information	Supplier of last resort	Energy hints and tips
Apr 22	2,072	Unavailable	Unavailable	
May 22	1,770	398	1,391	
June 22	1,801	321	1,055	
July 22	2,196	394	1,384	
Aug 22	3,118	1,393	492	
Sept 22	3,610	3,181		1,586



## Trends

Quarter 3 Oct - Dec 21	Quarter 4 Jan - Mar 22	Quarter 1 April - June 22	Quarter 2 July - September 22
Credit refund issue (1664)	PPM self disconnection (unable to credit meter) (2,065)	PPM self disconnection (unable to credit meter) (1,874)	PPM affordability self disconnection unable to credit meter (2,713)
Inaccurate bill or inaccurate estimated bill (1292)	Credit Refund Issue (1,453)	PPM affordability self disconnection unable to credit meter (1,610)	PPM self disconnection (unable to credit meter) (2,209)
PPM self disconnection (unable to credit meter) (1282)	Price/tariff information (1,384)	Disputed bill, customer not responsible (1,562)	Inaccurate bill or inaccurate estimated bill (1,551)
Price/tariff information (752)	Inaccurate bill or inaccurate estimated bill (1,275)	Inaccurate bill or inaccurate estimated bill (1,445)	Debt recovery practices (1,122)
Direct debit issues (689)	Disputed bill, customer not responsible (980)	Price/tariff information (1,113)	Pricing information (1,094)
Disputed bill, customer not responsible (662)	Debt recovery practices (832)	Pricing information (919)	Price/tariff information (977)
Debt Recovery Practices (653)	Pricing information (689)	Direct debit issues (864)	Direct debit issues (966)
New account issue (557)	Direct debit issues (654)	Debt recovery practices (864)	Disputed bill, customer not responsible (893)
Final account reconciliation (532)	Administrator/debt issue (632)	Administrator/debt issue (697)	Administrator/debt issue (681)
Domestic supply disconnected (522)	Difficulty contacting supplier (605)	Difficulty contacting supplier (637)	Catch up bill received (619)

## Q2 Trends split by nation

England	Wales
PPM affordability self disconnection unable to credit meter	PPM affordability self disconnection unable to credit meter
PPM self disconnection (unable to credit meter)	PPM self disconnection (unable to credit meter)
Inaccurate bill or inaccurate estimated bill	Inaccurate bill or inaccurate estimated bill
Debt recovery practices	Disputed bill, customer not responsible
Pricing information	Debt recovery practices
Price/tariff information	Direct debit issues
Direct debit issues	Price/tariff information
Disputed bill, customer not responsible	Pricing information
Administrator/debt issue	Administrator/debt issue
Catch up bill received	Unable to credit PPM (faulty meter/payment device)



## Q2 new affordability codes

Code	Description	Advice only	Company referrals	EHU	Energy ombudsman	Other	Blank	Total cases
DD20 (new)	Credit meter affordability: direct debit or next bank transfer payment to cause financial detriment	395	41	16	1	0	0	453
DD19 (new)	Credit meter affordability: missed direct debit or bank transfer payment	86	17	9	0	0	0	112
DD18 (new)	PPM affordability: topping up causing financial detriment	426	13	133	1	0	0	573
DD17 (new)	PPM affordability: self-disconnection (unable to credit meter) - failed supplier	36	3	87	0	0	0	126
DD16 (new)	PPM affordability self disconnection unable to credit meter	1724	32	2686	1	0	0	4,443

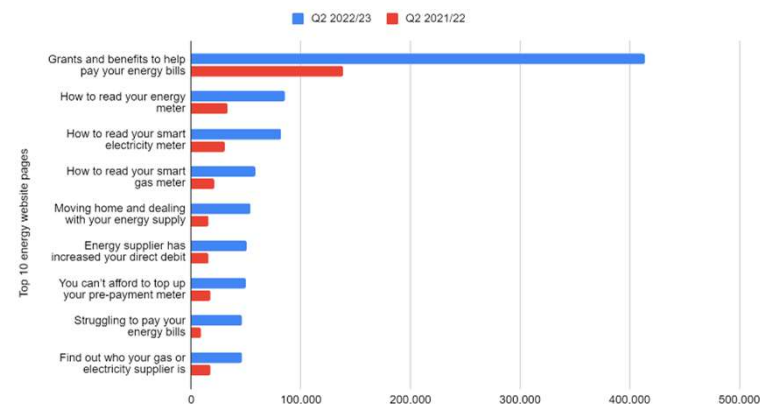


# Google analytics - energy pages

Top 10 energy website pages	Q2 2022/23	Q2 2021/22
Grants and benefits to help pay your energy bills	413,315	138,607
How to read your energy meter	85,715	32,956
How to read your smart electricity meter	81,526	30,461
How to read your smart gas meter	58,628	21,358
Moving home and dealing with your energy supply	53,629	15,515
Energy supplier has increased your direct debit	50,901	15,843
You can't afford to top up your pre-payment meter	50,056	17,529
Struggling to pay your energy bills	46,360	8,577
Find out who your gas or electricity supplier is	45,902	17,769

**Total energy page views Q2 22/23**  
**1,436,461**

Q2 2022/23 and Q2 2021/22





## Signposted cases for Q2

Signposted to	Total signposts
Citizens Advice local office	4,858
Energy ombudsman	658
National debtline	353
Ofgem	338
Shelter	194
Information Commissioner's Office	93

Signposted to	Total signposts
Citizens Advice Scotland	44
Law society	36
Consumer council for water	21
Age Concern	17
Financial Ombudsman Services	9
Other	39,834



**Total signposts for Q2 - 46,455**

## Looking ahead

- We are moving to a new phones platform at the beginning of December. We don't anticipate any impact on service delivery but we will have fallbacks in place in case of any issues
- We are anticipating that with our increased number of energy advisers, we will be able to answer more demand and be able to help more clients particularly during these difficult times



Presented by: **Leanne Dullard**  
Date: **9 November 2022**





Presented by Hazel Knowles

## Key Information from Q2



- Customer contacts increased by 124% from the Q2 the previous year
- Key Contributor to First Minister's energy summit
- New advisors joined team
- Joined the Tripartite meeting
- Monthly and quarterly meetings with key suppliers



# First Minister's Summit



- Strategic relationships with senior executives at
  - Scottish Power, Scottish Gas, OVO/SSE; EDF, Eon Next.
- Additional partnership engagement
  - Fuel Poverty Advisory Panel, Energy Action Scotland, Federation of Small Businesses, Energy Consumer Committee
- Members of new Scottish Energy Insights Coordination Group



# Supplier Engagement



## Scottish Power

Met with Duncan Beattie (Commercial Director) & Andrew Ward (CEO of UK Retail), Improved signposting on their website and bills, agreed escalated complaints advisors able to issue emergency vouchers

## British Gas

Alex Anderson (Head of Public Affairs) visited our offices this month, they have given us access to their direct off supply number.

## EDF

Christopher Dalley (Revenue Operations Director) & Sharon Gill (Customer Relations Manager) visited our offices to discuss signposting and support for vulnerable customers, we will also be working with EDF to help write-off debt for approximately 400 of their Scottish customers who have been classified as significantly vulnerable.



# Supplier Engagement



## **OVO / SSE**

Gareth Wood (Vice President of Operations) & Anu Gibson (Customer Experience & Complaints Director) met with us to discuss how signposting could be improved for their Scottish customers. All website and bill communications have now been updated to include our information.

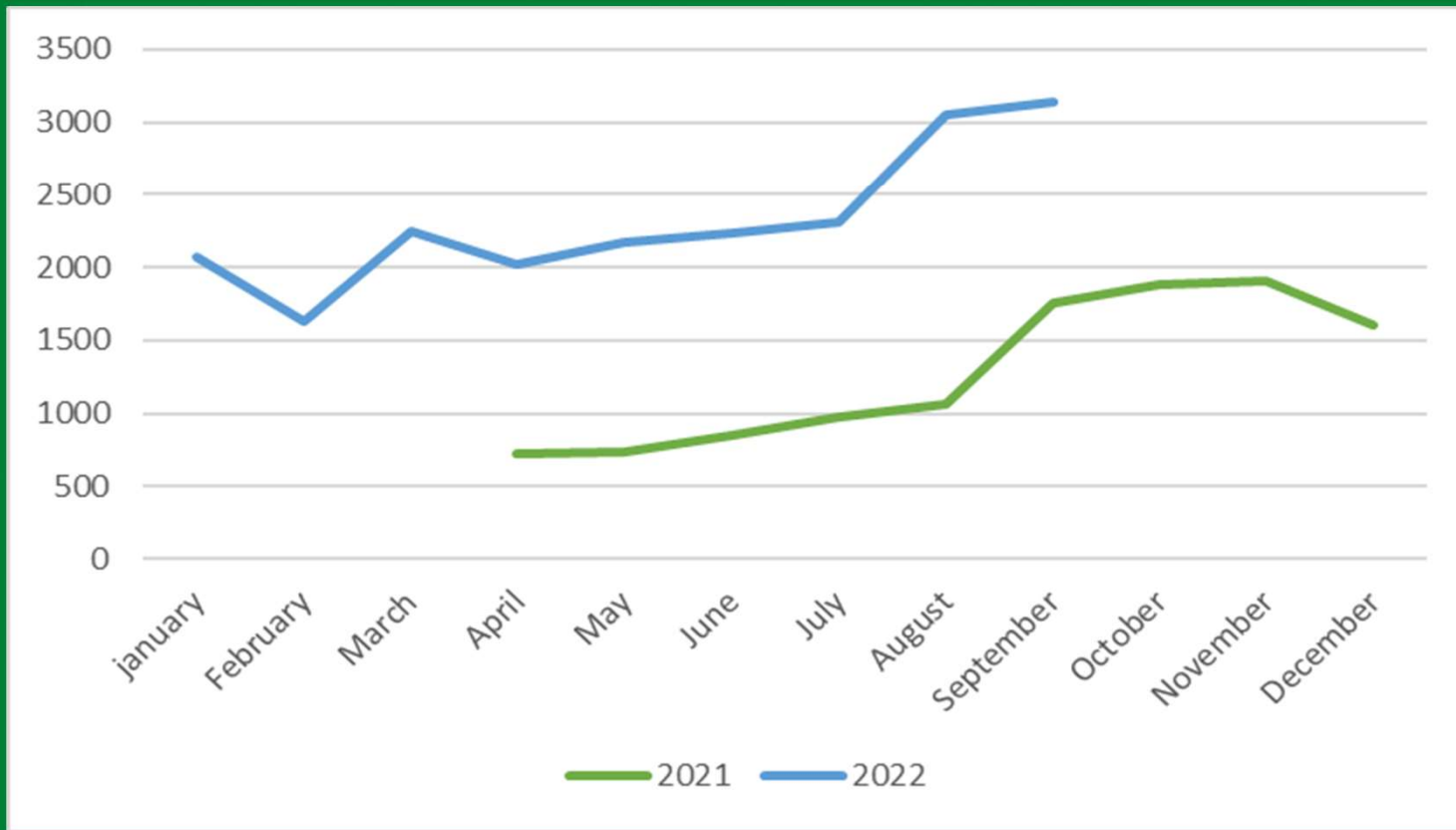
## **EON Next**

Sarah Oldman (Head of Affordability & Vulnerability) & Ramona Vlasiu (Chief Operating Officer) are due to visit our offices in November to discuss signposting improvements and initiatives to support their most vulnerable customers

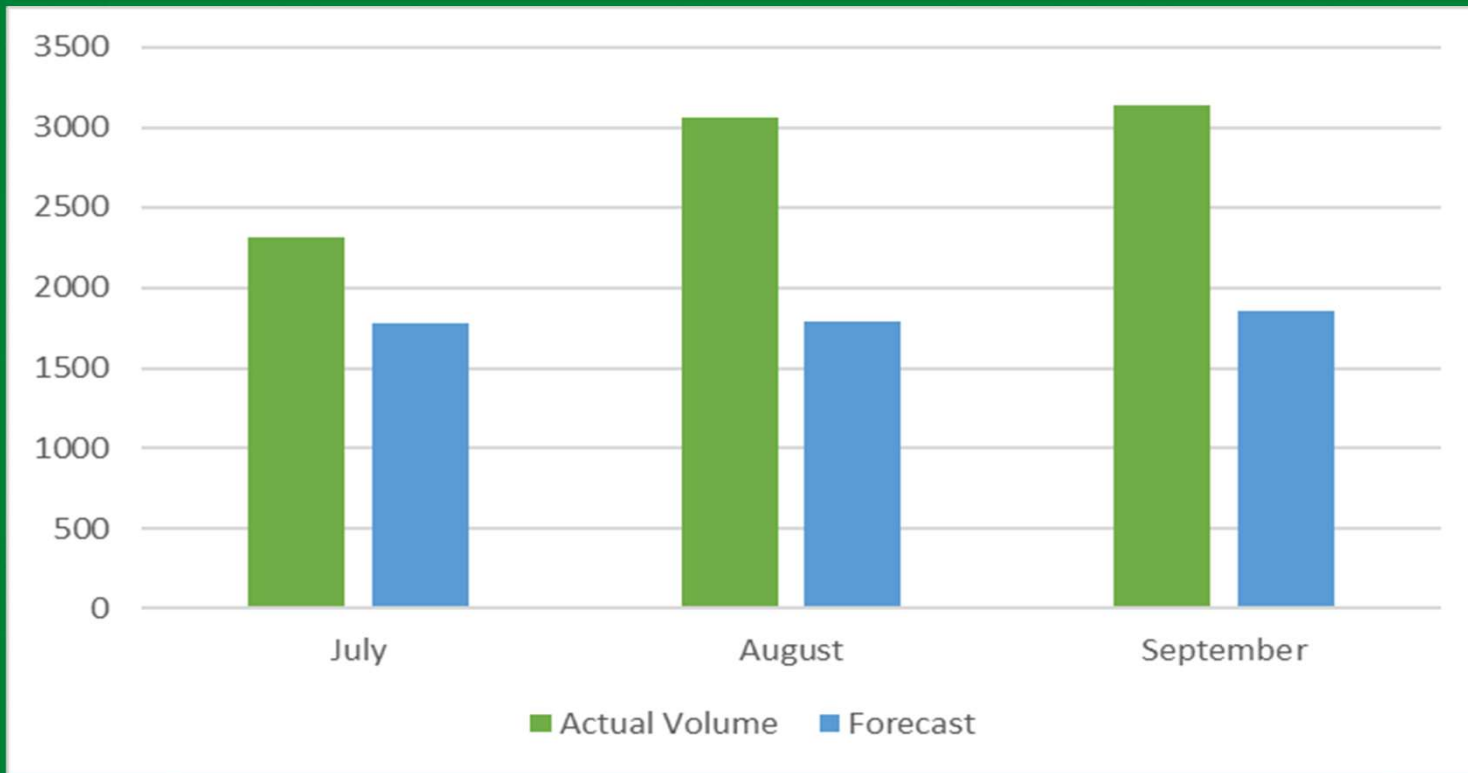




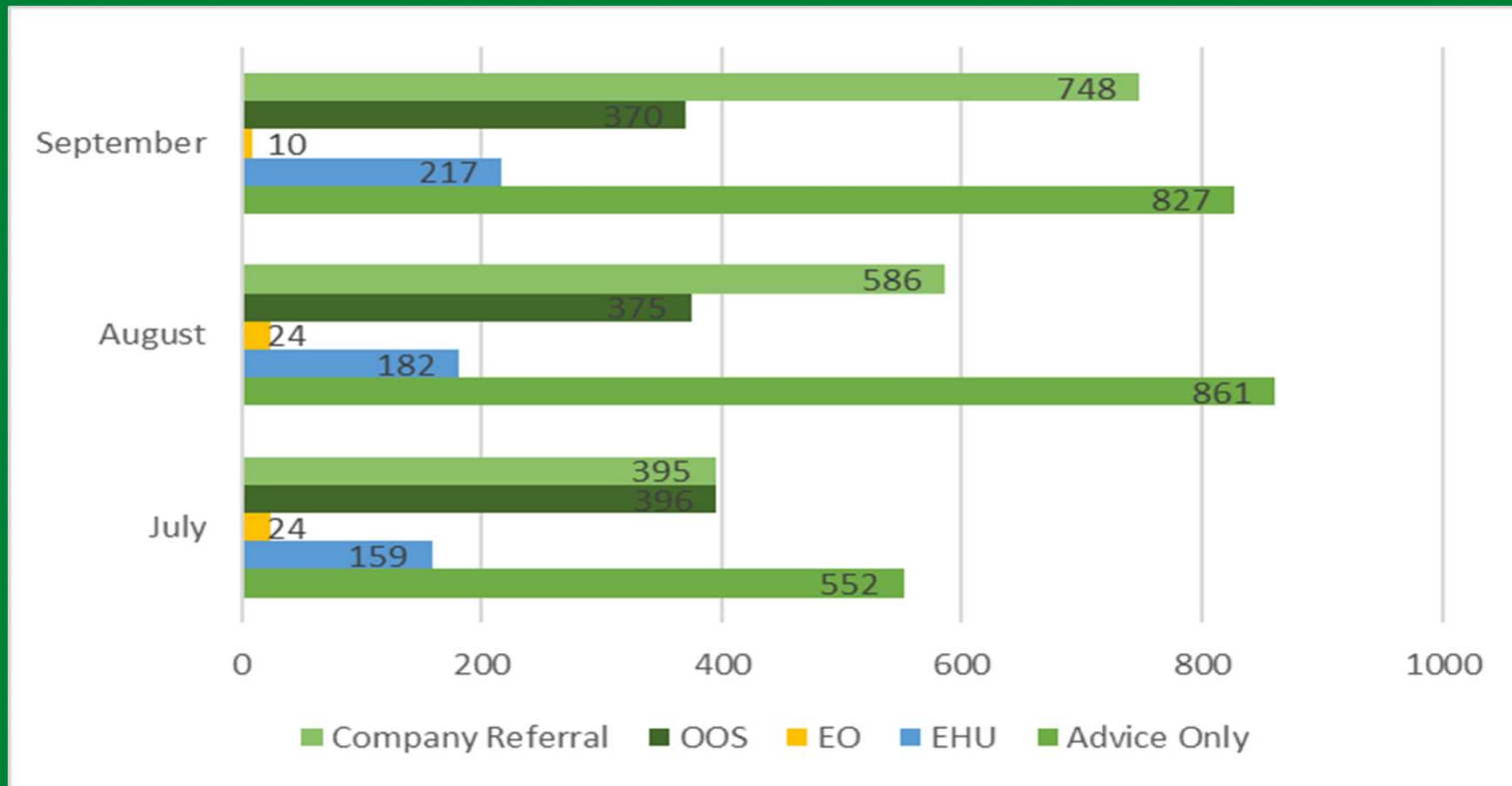
# Volume by Year



# Volume vs Forecast



# Referral Volumes



## Top 5 Energy Codes



Energy Codes	Contacts	Percentage
<b>Advice/information; Company contact details; Customer Dissatisfaction</b>	1938	29.72%
<b>Advice Information; English Callers/Debt</b>	1023	15.69%
<b>Billing; Disputed bill, Customer not Responsible</b>	444	6.81%
<b>Advice/Information; Pricing Information</b>	251	3.85%
<b>Billing; Price/Tariff Information</b>	239	3.67%



## Affordability Codes



Affordability Code	July	August	September	Total
<b>Self-Disconnection (unable to credit meter)</b>	104	102	166	372
<b>Debt Recovery Practices</b>	45	74	57	176
<b>Topping up Causing Financial Detriment</b>	27	49	79	155
<b>Credit Meter Affordability: Direct Debit or Next Bank Transfer Payment to Cause Financial Detriment</b>	1	14	22	37
<b>Prepayment Meter Force Fitted / Forced Remote Change to Prepayment Mode</b>	6	12	10	28



# Internal Referrals



- Moneyadvice.scot
  - In the same quarter reduction in debt for customers amounted to £412,030
  - Income maximisation (benefits) amounted to £496,496 for customers
- Homeheatingadvice.scot
  - Number of referral partners is now 831
  - Energy debt reduced by £108,4874 in this quarter



# Extra Help Unit



## Developments

- Compliant volume going to EHU
- Additional access to direct supplier support for off supply customers
- Changed consent question wording to improve referral quality



# Media Coverage

**Daily Record** Energy bills could hit £5,456 a year for households under latest price spike prediction  
The latest forecast based on wholesale prices is £200 higher than the last record-breaking forecast.

**Sun** **POWER DOWN** Scots urged to limit use of energy-sapping small appliances in soaring bills warning amid cost of living crisis

**IrvineTimes** Callous crooks use energy discount scheme to target potential victims

**Herald** Callous crooks use energy discount scheme to target potential victims

**Gazette** Callous crooks use energy discount scheme to target potential victims

**SCOTTISH DAILY EXPRESS** Scots household energy bills could hit £4,000 per year amid tight cost of living crisis  
Household energy bills for Scots could hit £4,000 a year by the start of 2023, analysts have said.

**Daily Record** Scottish households worried about rising energy bills and cost of living crisis can now get dedicated help  
Advice Direct Scotland is urging people to seek support as soon as possible.

**Sun** **CON ALERT** I'm a scams expert, here's how to avoid the cost of living cons hitting hard-working Scots

**Daily Record** Lanarkshire consumers warned about cost-of-living scams as part of ScamWatch Fortnight campaign  
Fraudsters are using emails, texts and social media to prey on people of all ages.

**THE TIMES** Country pubs to close for winter when bills outstrip their income

**THE NATIONAL** Energy supplier collapses likely to cost around £2.7bn, report finds

**The Herald** Cost of living crisis: Energy bills to hit £4,000 a year

**edinburghlive** Edinburgh man, 88, handed £1,300 energy bill after switching to new provider  
A new campaign has been launched to urge Scots to speak out about the cost of living crisis and rising energy bills.

**THE NATIONAL** Advice Direct Scotland urges people talk about money concerns

**The Northern Times** Sutherland residents warned about cost-of-living cons – Scottish ScamWatch Fortnight campaign hammers the scammers

**SCOTTISH DAILY EXPRESS** Energy Support Scheme scam warning as first payments land on October 1  
Scammers are using out-of-the-wood-work as they head off with a conspire when they connect to the UK's energy support scheme.

**edinburghlive** Scots issued warning over cost of living scams as new campaign launched  
A new campaign has been launched as Scots are warned to look out for scams that are exploiting the cost of living crisis. Reported scams include fake discounts on prepayment meters and fake offers of energy or HBMC rebates.

**TFN** The voice of Scotland's vibrant voluntary sector  
**Cost of living scams you should watch out for as criminals prey on struggling households**

**John O'Groat Journal and Caithness Courier**  
 Caithness residents warned about cost-of-living cons – Scottish ScamWatch Fortnight campaign hammers the scammers





# SNP Conference & Cost-of-Living Fringe Event



# #cost Conversations Campaign



advice direct scotland

# COST CONVERSATIONS

#cost

A banner for the #cost Conversations Campaign. It features the Advice Direct Scotland logo in the top left, the text "COST CONVERSATIONS" in large, bold letters in the center, and the hashtag "#cost" in the bottom right. The background is dark green with colorful speech bubble icons.

#cost

energy advice .scot

Chat with the team:  
Nicole (energyadvice.scot)

A promotional card for the Energy Advice Scot team. It features a large green speech bubble containing the text "energy advice .scot" and a circular portrait of a woman, Nicole. Below the portrait are two white speech bubble icons. The text "Chat with the team: Nicole (energyadvice.scot)" is at the bottom. A small "COST CONVERSATIONS #cost" logo is in the bottom left.

#cost

homeheating advice .scot

Chat with the team:  
Stephen (homeheatingadvice.scot)

A promotional card for the Home Heating Advice Scot team. It features a large orange speech bubble containing the text "homeheating advice .scot" and a circular portrait of a man, Stephen. Below the portrait are two white speech bubble icons. The text "Chat with the team: Stephen (homeheatingadvice.scot)" is at the bottom. A small "COST CONVERSATIONS #cost" logo is in the bottom left.

#cost

It's important to consider energy efficiency when trying to save on energy costs.

Having #cost conversations with organisations like Home Energy Scotland can help!

advice direct scotland

COST CONVERSATIONS #cost

A tip card for the #cost campaign. It features the Advice Direct Scotland logo in the top left, a large speech bubble with the text "It's important to consider energy efficiency when trying to save on energy costs." and "Having #cost conversations with organisations like Home Energy Scotland can help!". A small "COST CONVERSATIONS #cost" logo is in the bottom right.

#cost

Sometimes, reaching out to energy suppliers to have #cost conversations when we are struggling can help!

advice direct scotland

COST CONVERSATIONS #cost

A tip card for the #cost campaign. It features a large speech bubble with the text "Sometimes, reaching out to energy suppliers to have #cost conversations when we are struggling can help!". A small "COST CONVERSATIONS #cost" logo is in the bottom right.

#cost

The energyadvice.scot team are available to have #cost conversations on 0808 196 8660 (Monday to Friday, 9am-5pm)

advice direct scotland

COST CONVERSATIONS #cost

A tip card for the #cost campaign. It features a large speech bubble with the text "The energyadvice.scot team are available to have #cost conversations on 0808 196 8660 (Monday to Friday, 9am-5pm)". A small "COST CONVERSATIONS #cost" logo is in the bottom right.

## Case Study: Complex issue concerning direct debit levels, affordability, and smart meters

### Who?

Customer suffers from ME and needs to keep home well heated as a result

### What Happened?

The customer had an ongoing issue with their supplier regarding a smart meter fault. Their direct debits were fluctuating greatly, at one point up to £550 for the month, and the usage on their bills did not match the smart meter display

### What we were able to do?

We transferred her through to the supplier, who was able to take meter readings, issue an accurate bill and reduce the direct debit to an affordable level.

In addition they were referred to [homeheatingadvice.scot](http://homeheatingadvice.scot) and were awarded £1212





## Case Study : PPM remote switching for a vulnerable customer



### **Who?**

Customer is disabled and needs a constant electrical supply for medical equipment

### **What Happened?**

Customer had a debt of £300 with their energy supplier, and their smart meter was remotely switched to prepayment mode with a high debt repayment level set. The customer had struggled to contact their supplier.

### **What were we able to do?**

We were able to refer the case to the energy ombudsman due to sustained difficulty as well as referring them to [homeheatingadvice.scot](http://homeheatingadvice.scot).

[Homeheatingadvice.scot](http://Homeheatingadvice.scot) awarded £700 to clear debt and assist with future bills



## Looking Ahead

- Continued work with suppliers to support vulnerable customers
- Working with EDF, Octopus and British Gas Energy Trust to support vulnerable customers with debt write off and other support.
- Increasing immediate support for off supply customers
- Working on a sentiment analysis for both voice and data to identify not only hidden vulnerabilities but also individuals who are particularly stressed or anxious – this would also apply to our customer facing agents.





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scotland



energy  
advice  
.scot



# Extra Help Unit

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## Supplier Liaison update

9th November 2022

Natasha Gilmour, Angus McMillan &  
George Holmes



# Scene Setting – Scottish Perspective

Demand for online advice for people struggling to pay their **mortgage** soared in September, according to new data released by Citizens Advice Scotland (CAS).

Their September data report shows demand increased by **287%** in September 2022 from September 2021.

[https://www.cas.org.uk/system/files/publications/data\\_report\\_sept\\_22\\_0.pdf](https://www.cas.org.uk/system/files/publications/data_report_sept_22_0.pdf)

## People in debt “trapped” as cost of living crisis escalates

- **1 in 2 have no money to pay down debts after covering essentials**

People in debt are facing the prospect of being “trapped” by an escalating cost of living crisis, a new report from Citizens Advice Scotland (CAS) has found. The report looks at the experiences of almost 3,000 complex debt clients receiving help from the CAB network. A complex debt is where someone has multiple debts to different creditors or a single liability which requires specific legal or administrative work.

Looking at the experiences of clients from spring 2021 to spring 2022 it found:

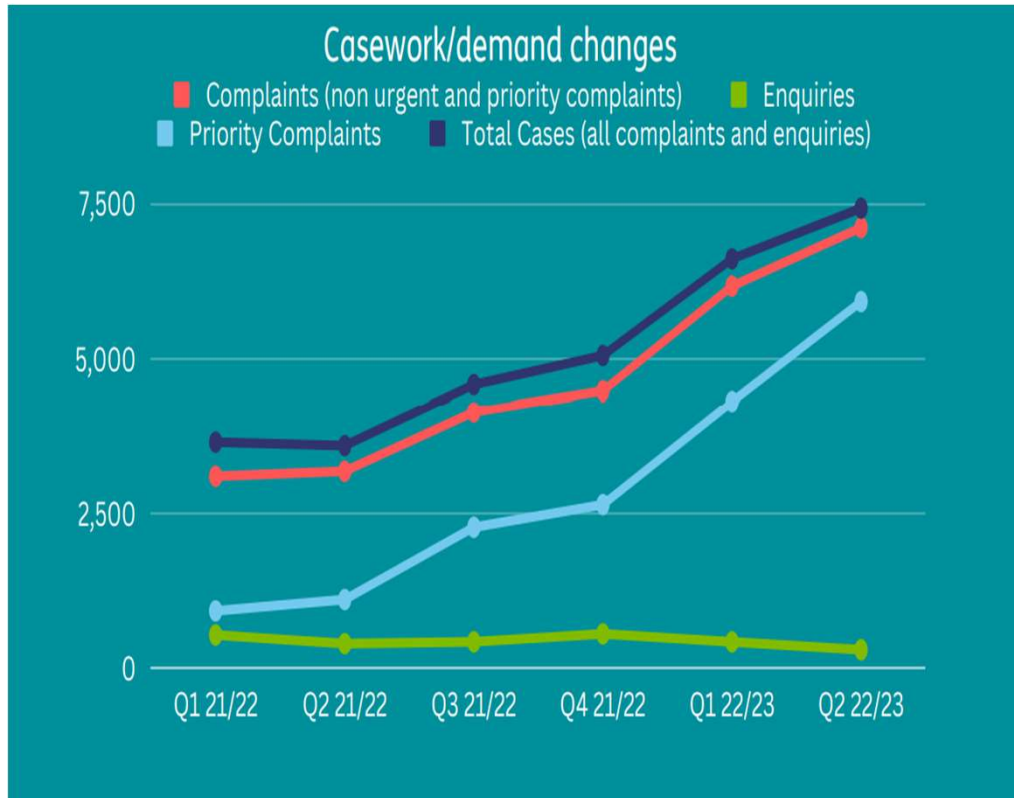
- 1 in 2 complex debt clients have no money to pay down their debts after covering essentials
- A huge increase of people taking longer to clear their debts, with a 65% increase in people taking 5 to 30 years

CAS said the findings reflected that the cost of living crisis impacted people in debt far sooner than the rest of the population, with clients struggling with finances in over the past year, before significant rises in inflation or energy bills.





# Casework Volumes



Q1 to Q2 22/23:

 Domestic Self Disconnection  
4813 increased by 65%

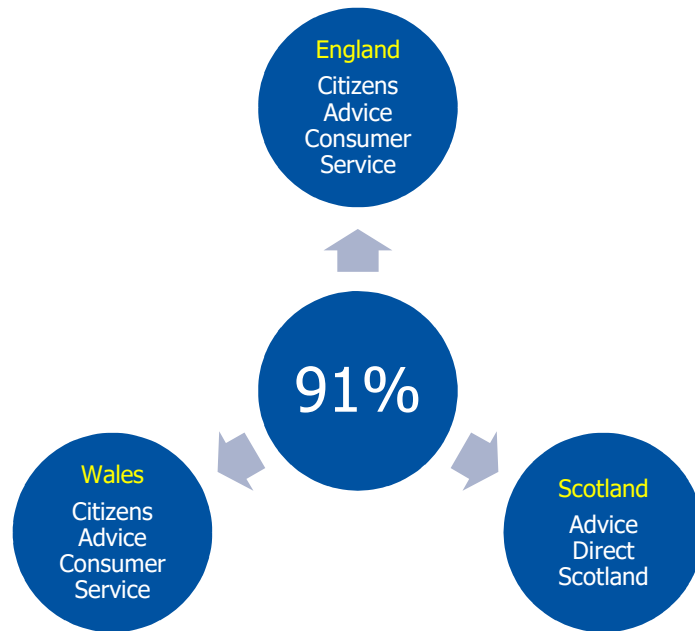
 Priority Complaints 5929  
increased by 37%

 Total complaints 7122  
Increased by 15%

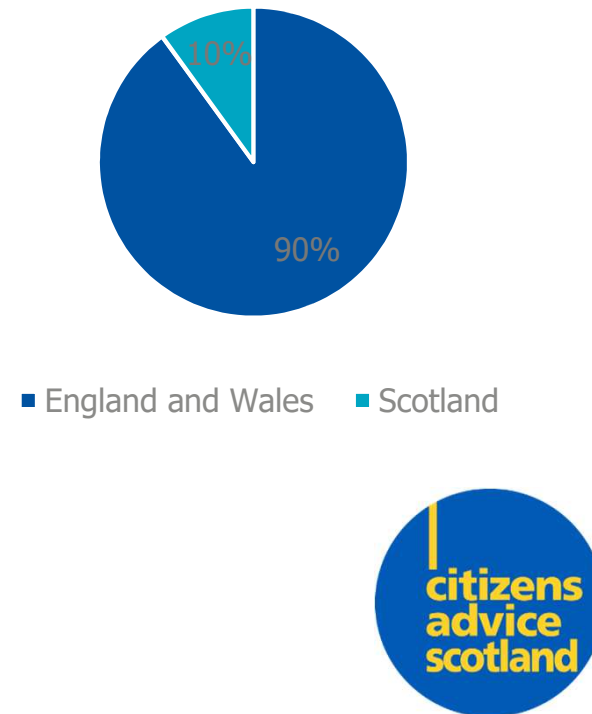


# Referral Partners

Main referral partners across nations



Geographical split of Casework



# KPI Performance



Q2 22/23

	60% of complaints closed within 35WD	75% of complaints closed within 66wd	70% of Priority complaints closed within 20WD	70% of cases categorized as green, 90% categorized as green or amber	80% of complaints closed with a positive outcome	85% of consumers satisfied with service
Q1 22/23	67%	82%	76%	77% and 95%	84%	93%
Q2 22/23	86%	95%	89%	92% and 67% (only 2 months)	85%	90%



## Accent research cases closed: June to August 2022

79% would recommend EHU services

87% satisfied with handover to EHU

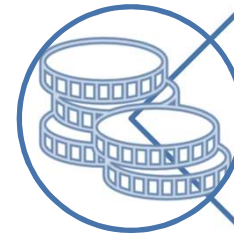
82% satisfied with outcome

89% happy with length of time to deal with problem

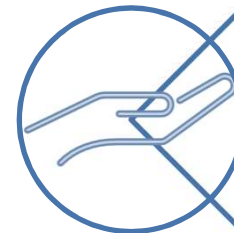
91% commented positively about staff

71% reported feeling less stressed after support

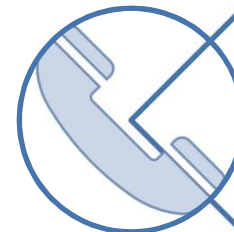
## Outcomes and measures



Financial redress  
£469k



Fuel Bank Vouchers  
581, supporting 1600  
people in households



Answered 97% of calls  
(calls up by 18%)

# Operational Issues

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## Resources



- In line with business case 22/23

## New cases – non urgent

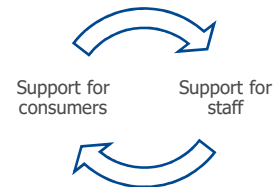


- Day 6, less than 100 cases

## Training



- Managing your stress bucket <https://ginlalli.com/>
- Managing suicidal conversations
- [Energy crisis team given suicide prevention training to help people worried about cost of living - Daily Record](#)
- <https://www.helenpettifer.com/vulnerable-customer-training>



# Operational Development



## Sevicemail Replacement

- 21<sup>st</sup> September – transition to D365 for all cases. 215 cases migrated.
- Reporting and portal



## Additional Support Project

- A soft launch of the project was initiated in September. We are exploring how service design can help reduce re-occurrence demand for EHU and enable the EHU to provide more personalised advice and support to vulnerable domestic consumers who may not be getting the help they need to improve their financial and wellbeing status.



**Civtech Challenge - *How can technology help to quickly identify people in the most vulnerable situation and prioritise the support for them?***

<https://www.civtech.scot/civtech-8-challenges>





# Christmas opening hours

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**Closed:** 27th and 28th December, and 2nd and 3rd January.

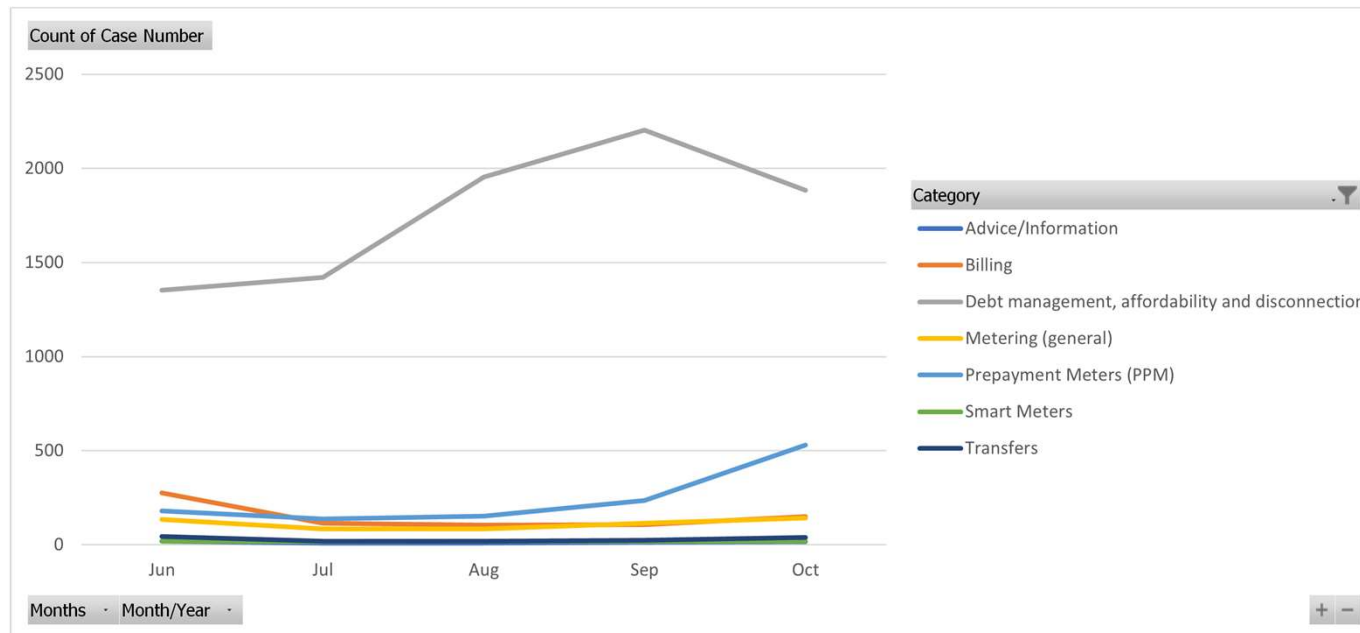
Consumer Service will send **off supply cases** directly to suppliers on the **3rd January**.

If consumers are unable to arrange for their supplies to be restored directly, they will be advised to inform the Consumer Service and be referred to the EHU for the matter to be picked up on the 4th January.

Open regular hours on all other working days.



# Category codes Jun – Oct 2022/23





# Top low level category codes: June to October 2022

	June	July	August	September	October	Total
Self-Disconnection' categories	1158	1197	1750	2002	1646	<b>7753</b>
Unable to top up' categories	158	134	137	215	436	<b>1080</b>
Debt Recovery Practices	54	72	50	65	63	<b>304</b>
Forced mode change/Forced PPM	55	63	64	38	55	<b>275</b>
Disputed bill, customer not responsible	76	32	32	36	39	<b>215</b>
Meter Provision or Exchange	48	31	36	46	47	<b>208</b>
Inaccurate or Inaccurate Estimated Bill	71	29	32	33	41	<b>206</b>
Supply Point Administration Query	44	25	26	34	42	<b>171</b>



# Forced remote mode change or PPM force fitted

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We have noticed some increasingly concerning cases in relation to the force fitting of prepayment meter or meters being switched into prepayment mode.

Some cases have been logged under other category codes based on what the immediate concern was, rather than the root cause:

- Unable to credit meter categories
- Self-disconnection categories

Work planned with team to make sure most appropriate category code is selected.



## PPM Force Fitted and Forced Remote Mode Change concerns

- **Not safe and practical**

Significant proportion of cases involve consumers who have serious physical and/or mental health conditions making a prepayment meter unsuitable.

- **Opportunities not taken to identify vulnerability**

Often the consumer has been engaging with the supplier, and it appears insufficient efforts have been made to identify vulnerability, or important information provided by the consumer was ignored.

- **Affordable payment options not exhausted**

In some cases, it does not appear that enough effort has been made to offer affordable payment plans, or to obtain actual readings



# Working Together



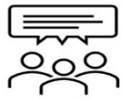
**Escalations** – the number of cases that require escalation has grown in recent months for a variety of reasons:

- Supplier performance/lack of suitable updates
- Increased volume of cases, means more escalations even if this was the same proportion of total volume
- With additional resource in place at the EHU, and fewer priority cases in October compared to September, team has had more opportunity to chase and escalate cases

**Please ensure that your resources for case management and responding to escalation in a timely manner is sufficient.**



# Self-disconnection process consultation



## Why were we consulting on this?

Volumes of self-disconnection referrals to EHU have been at record levels during Q1 and Q2 of 2022/23.

Our Casework team and suppliers have faced challenges meeting this demand, leading to a surge in escalations and general frustration.

We have on occasions had to temporarily move to emailing some cases to suppliers and it was fed back that this might be a better standard approach.



## What are the specific problems with the self-disconnection process

- Making initial contact with the supplier/phoneline problems
- Confirming case is being actively worked when can't phone it through
- Build-up of unresolved cases later in the day
- Lack of clarity regarding intentions when a case is referred after 3pm
- Problems contacting suppliers regarding escalations
- Supplier understanding of when written responses are needed
- Problems tracking the cases received
- EHU call volumes



# Self-disconnection consultation

## - Questions posed

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1. Should we email self-disconnection cases using a short pro forma, rather than call these in?
2. Where a case is emailed across, this would not be chased by Caseworker or an escalated contact for 2 working hours. Are suppliers happy to take on more responsibility for progressing cases during this time?
3. Except if there was severe vulnerability, would suppliers accept responsibility for progressing cases referred after 3pm the same day without escalation? The 2 hour time scale for responses would roll-over to the next working day.

Also asked some additional questions.



# Self-disconnection process consultation responses

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All domestic suppliers were sent the consultation and 7 of these companies provided written responses.



A variety of viewpoints shared:

- Several suppliers welcomed the idea suggesting it would help them balance workloads better
- Some suppliers said they were interested, although with some reservations, and would like to discuss more
- A few suppliers felt that they would prefer to receive a call to ensure case was identified





# Self-disconnection process consultation decision

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After reviewing response and re-engaging with staff, we have decided to proceed with the new process, but only should suppliers wish to opt into it.

This will mean there will be two processes, but we expect suppliers to agree to strictly follow one or other option.

We will finalise the process document and circulate to all suppliers in the coming days, with a template that will be used for the pro forma.

The suppliers which expressed most interest will be contacted first. Will operate on a trial basis.



**Questions?**

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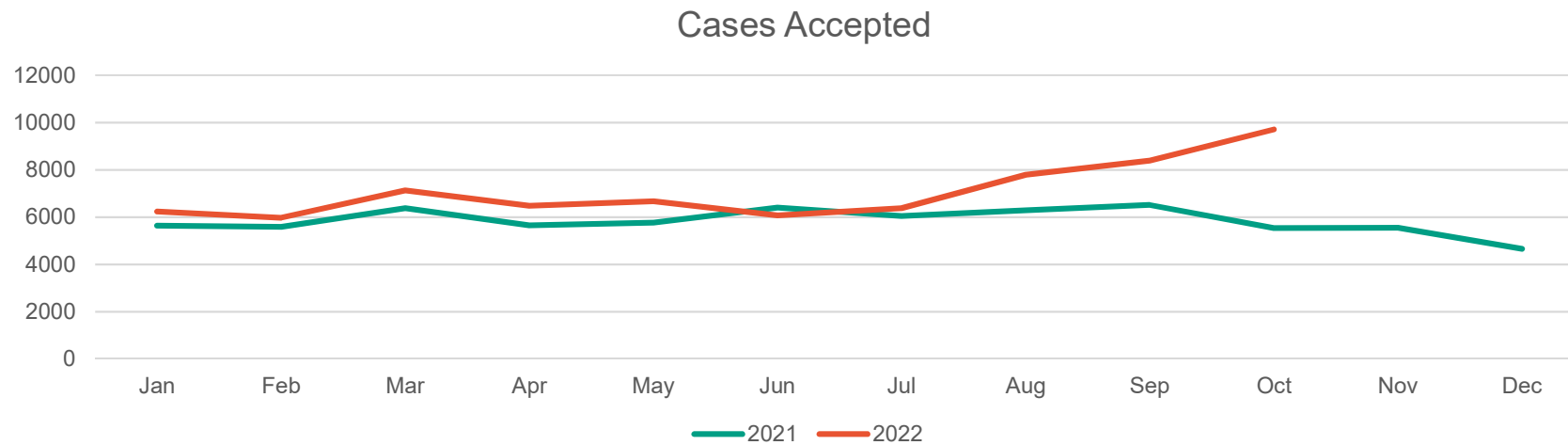
# EHU Domestic Supplier Liaison

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*Ombudsman Services*

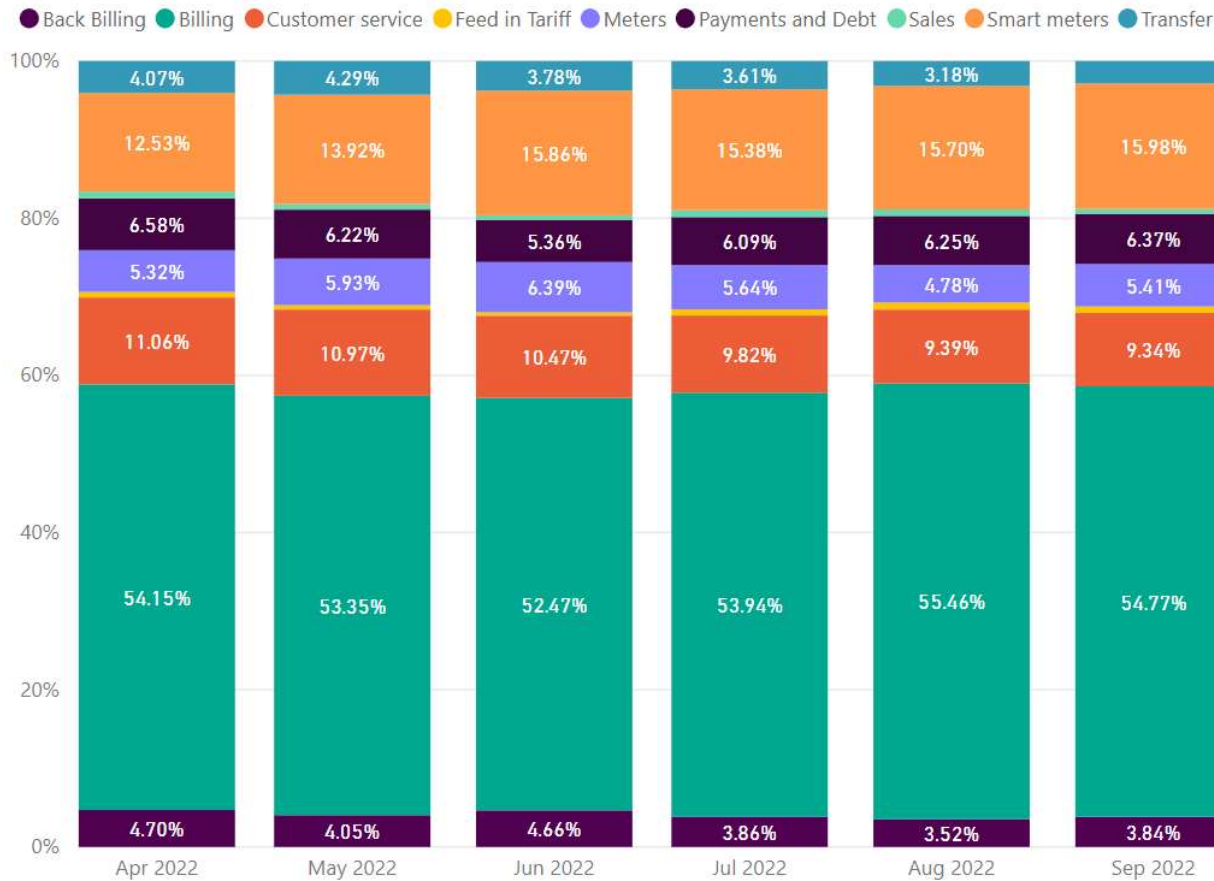
9/11/22

## Complaints accepted continue to increase in 2022



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	5633	5593	6380	5653	5772	6406	6044	6287	6513	5532	5545	4656
2022	6241	5972	7135	6475	6676	6073	6373	7791	8388	9710		

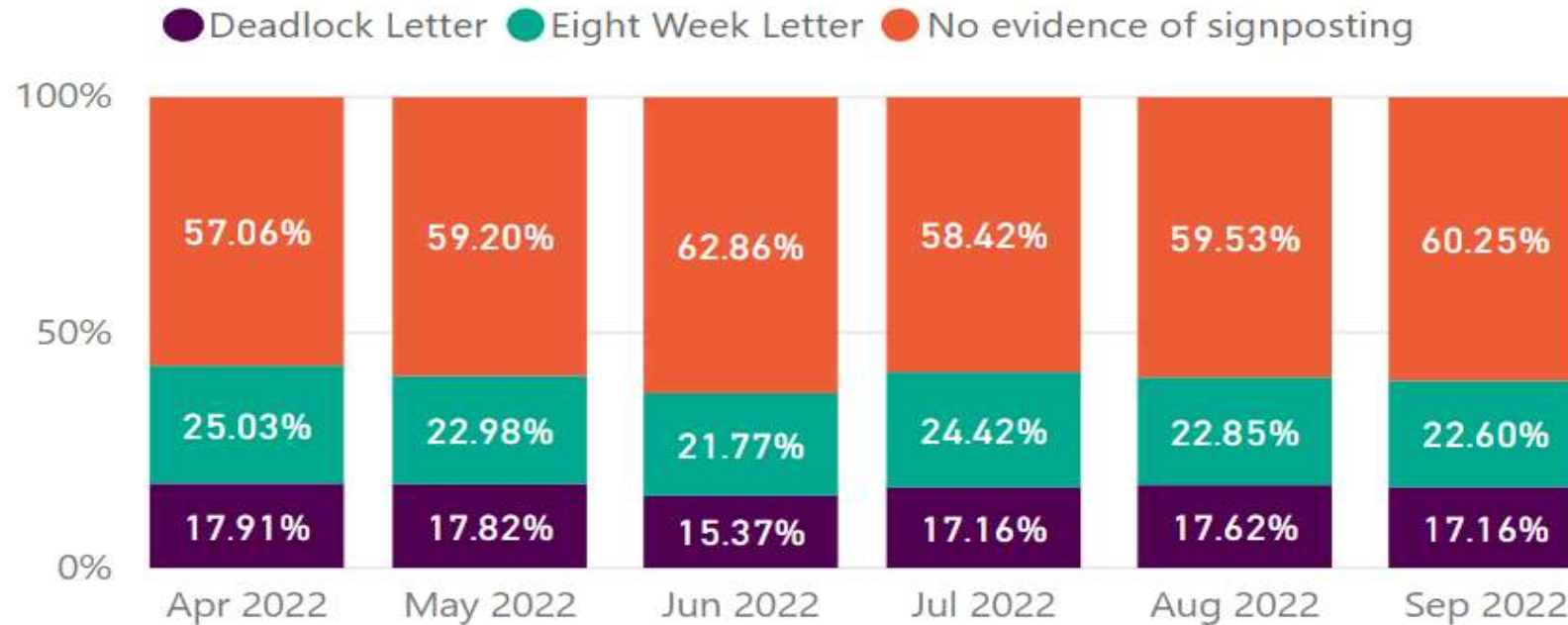
# Complaint types



Smart meter complaints increased consistently month on month through Q2 and Q3

All other areas remain at a similar level

Overall, Signposting rates not improving but speed of decrease has slowed



Between January 22 and June 22 we saw an increase of no evidence of signposting of over 10%.

## Summary

- High volumes of contact into our enquiries teams, with case numbers increasing significantly month on month.
- Increases due to general cost of living crisis, consumers looking for support as more aware of Energy bills and associated costs.
- Mid transition to new operating model to improve consumer journey.
- Energy broker scheme live on 1<sup>st</sup> December – all ahead of schedule with vast majority of Brokers registered

# Break

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11am – 11.05am





**Supplier Spotlight**  
**11.05am – 11.35am**

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**EDF Energy's support packages for consumers in payment difficulty** Sharon Gill, EDF Energy

**Group discussion** Open for attendees from energy suppliers



# Energy Team Update



Supplier Liaison Meeting  
9th November 2022



# Contents

1. Publications, blogs and consultation responses
2. Team updates
  - Energy Retail Markets
  - Net Zero Homes
  - Energy Network and Systems

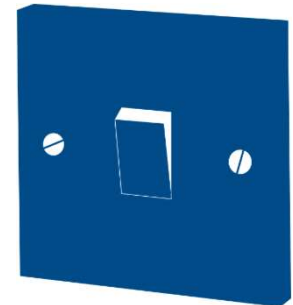
# Recent publications

[Future Network Regulation: Delivering a regulatory framework fit for the future](#)

[Out of the cold? Helping people on prepayment meters stay connected this winter](#)

[Demanding attention: Managing risks with demand-side response, to improve customer experience tomorrow](#)

[Insulation Nation: The roadmap to a future of affordable energy bills](#)



## Recent Blogs

- [REMA - What it is and how it can deliver for consumers](#)
- [The cost of living crisis is hurting working households, and worse is yet to come](#)
- [It's price control time... again... So how do Ofgem's electricity distribution Draft Determinations \(decisions\) hold up?](#)
- [Student moving into a new house?](#)
- [Small businesses on the brink as energy prices increase](#)
- [What does the price cap mean for me?](#)

# Consultation Responses

- We have responded to the [Ofgem Open Letter on Future Network Regulation](#), to the [Ofgem Access SCR Assessment Methodology consultation](#), BEIS's consultation on the '[Review of Electricity Market arrangements](#)' and BEIS's consultation on [delivering a smart and secure electricity system](#).
- We also responded to Ofgem's consultation on [amending the methodology for setting the Earnings Before Interest and Tax \(EBIT\) allowance](#), Ofgem's request for [feedback on extending the market stabilisation charge](#), Ofgem's consultation '[Accelerating onshore electricity transmission investment](#)' and the [Ofgem RIIO-ED2 Drafts Determination consultation](#).
- We also responded to the [ENA Flexibility Consultation 2022](#) and published [Supporting energy customers as bills rise: A good practice guide for Winter](#).
- See all our consultation responses [here](#)

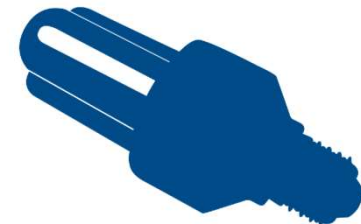
# Energy Retail Markets Team: updates

## Current policy/advocacy work

- Recently published [Out of the Cold](#), tracking the escalation in prepayment switches
- [Good Practice Guide](#) for energy companies this winter, highlighting the steps energy suppliers can take to support people struggling to pay their bills
- Recently published [Access Denied](#), looking at digital disadvantage and exclusion in the energy sector

## Coming soon

- Update from the Vulnerability Tracker longitudinal research
- Update from Future of Energy Bills review



# Net Zero Homes: updates

## Current policy/advocacy work

- Published [Insulation Nation](#) report calling for greater investment into household energy efficiency measures as a response to the Cost of Living crisis.
- Updated our DSR risk register [Demanding Attention](#).
- Various speaking events including sessions at the Conservative Party Conference, Solar & Storage Live and online webinar sessions.

## Coming soon

- Energy efficiency report focusing on Wales
- Research on smart technologies and vulnerable consumers
- Research on Local Area Energy Planning
- Blog on the consumer experience of public EV charging stations





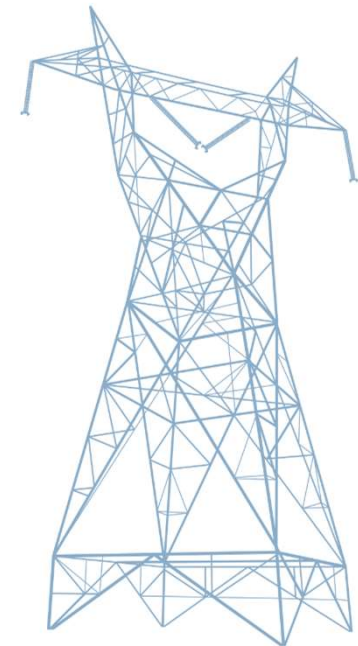
# Energy Networks & Systems Team: updates

## Current policy/advocacy work

- Published research on Future Network Regulation to support our response to Ofgem open letter
- Held a stakeholder workshop regarding consumer representation regarding the Review of Electricity Market Arrangements
- Led a group reporting on how to represent consumer interests in innovation projects funded through network charges
- Assessed Draft Determinations for Electricity Distribution business plans

## Coming soon

- Working with the Electricity System Operator on consumer research around the Winter Demand Flexibility Scheme



**AOB**

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**Thank you**

