

A Billing Standard

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energywatch

Synergy with Ofgem

- Mutual co-operation;
- An element of the energywatch Better Billing campaign;
- Consumption information – a natural extension of “the bill”;
- Supports greater consumer information and choice

Accounts and Billing

- over 45,000 of 110,000 complaints to energywatch related to accounts & billing issues
- instances of companies failing to bill their own customers – supplier admissions to this effect
- late or inaccurately estimated bills can lead to debt for the more vulnerable consumer
- complex/unclear bills can be confusing and difficult for consumers to understand

Purpose of a Standard in Billing

(not a standard bill):

- Minimum standards;
- Greater consumer understanding, certainty and confidence;
- Benchmarks - customer expectations and satisfaction;
- Complaint prevention;
- Market based and market sensitive response to consumer concerns.

Essential elements of a Standard

Bill Details

- Core details, for example:
- “Pay by” dates;
- Bill details;
- Customer identification;
- PSR customers;
- Consumption details;
- Estimated bills;
- Bill calculation.

Underlying Billing Processes

- Timely delivery;
- Accuracy;
- Payment methods;
- Hardship policies;
- Change of customer details;
- Accuracy verification;
- Internal monitoring and compliance system

Next steps

- Draft Standard;
- Joint energywatch-BSI industry workshop;
- Further development inclusive of energy industry

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