

## **Chapter 2 – functional Requirements of the IHD**

**Question 1:** We welcome views on the level of accuracy which can be achieved and which customers would expect, in particular in relation to consumption in pounds and pence

Our view is that customers would expect to be able to validate bills against their IHD. Therefore the IHD should be to the same accuracy as the bill.

**Question 2:** We welcome evidence on whether information on carbon dioxide emissions is a useful indicator in encouraging behaviour change and if somehow it might be best represented to consumers.

Anecdotally, providing information on carbon dioxide emissions is not the element that best encourages customers to change behaviour. Cost is the main driver.

**Question 3:** We welcome views on the issues with establishing the settings for ambient feedback.

No comment.

**Question 4:** Do you think that there is a case for a supply licence obligation around the need for appropriately designed IHDs to be provided to customers with special requirements, and/or for best practice to be identified and shared once suppliers start to roll out IHDs?

No comment.

**Question 5:** We welcome evidence on whether portability of IHDs has a significant impact on consumer behavioural change.

We have no evidence of this.

**Question 6:** Do you agree with the proposed minimum functional requirements for the IHD?

Yes

**Chapter 3 – Nature of the mandate on suppliers in relation to the IHD**

**Question 7:** Do you have any views or evidence relating to whether innovation could be hampered by requiring all displays to be capable of displaying the minimum information set for both fuels?

We have no evidence that innovation would be hampered by this and believe that provision of information for both fuels is the correct step.

**Question 8:** Do you agree with the proposals covering the roles and obligations on suppliers in relation to the IHD?

Yes