

The background features a large, stylized white arrow pointing right, overlaid on a blurred image of a modern building with a glass facade and a large, glowing light fixture. The overall color palette is dominated by blues, oranges, and whites.

Information remedies working group

16th January 2013
Jemma Baker

Improving information to customers



We proposed a clear box on the front of the bill showing the supplier's cheapest tariffs and a box on page 2 for key tariff information.

We proposed a statement which is fully prescribed in format and content. However, suppliers may use their own colour and branding.

To ensure the purpose of these notices remains clear we suggested prescribing two price information tables on page 1.

We proposed to prescribe only the content of these notices to ensure they contained the key information to make an informed decision.

To facilitate consumer comparisons between tariffs we proposed to introduce a standardised label which sets out key features of a tariff.

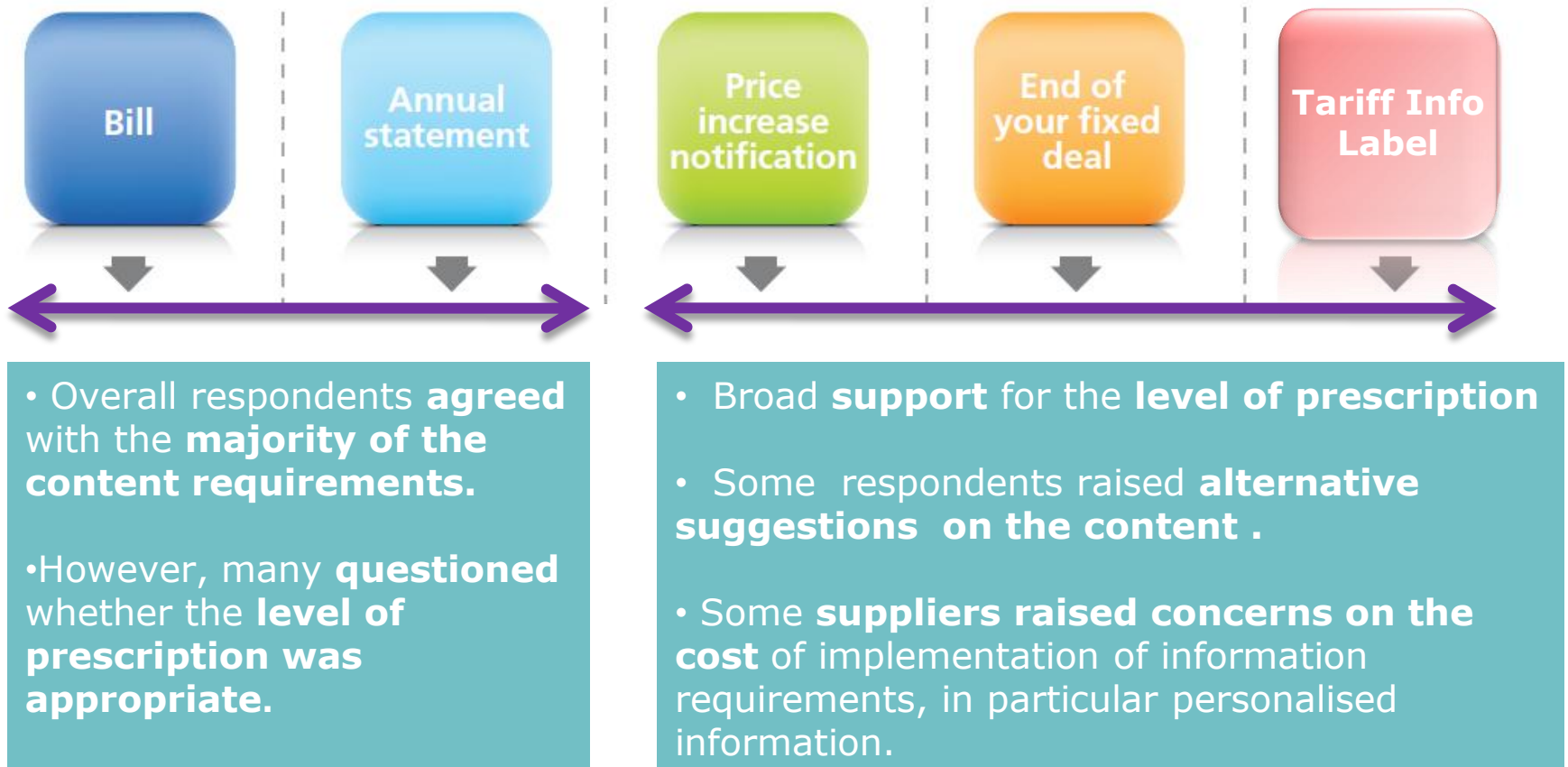


The level of prescription for language, formats and content varies across the communication channels

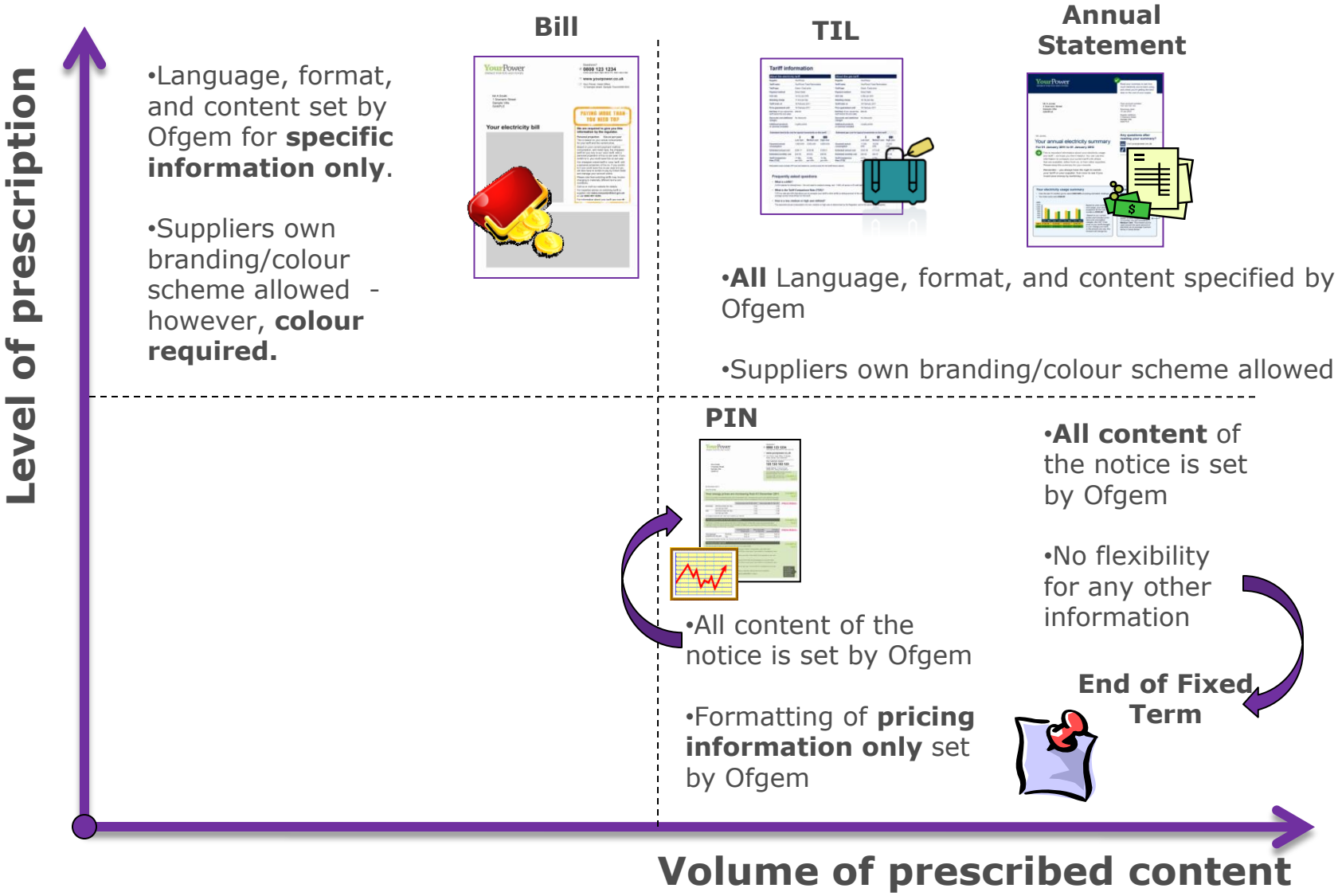
Overview of consultation responses

- Respondents agreed with our objectives for these proposals and **broadly supported the need for some degree of standardisation** of how information is presented to consumers.
- All respondents were highly supportive of standardisation of terms initiative.
- There were mixed views on whether *some* of our proposals were **sufficiently flexible to allow for innovation and market developments**

Overview of consultation responses by communication type



Level of prescription proposed in the RMR



Using the framework of our proposals set out in Oct 2012, what is the appropriate level of prescription?

For example, should there be:

- Content only requirements?
- Content requirements and positioning?
- Content, positioning and formatting restrictions?
- All of the above plus, language specified?

Your group is free to suggest changes to any level of the prescription which we proposed in Oct 2012.

- You have **one hour** to discuss in your groups the topic above for either the **Annual Statement or the Bill**.
- Following a short tea break, you will have a further 30 minutes to assimilate your discussion into a short 10-minute presentation of your group's preferred approach.

Break Out Groups

	Topic	Organisation	Attendees
Group 1 – Louise Van Rensburg	Bill	EDF	Elizabeth Garber
		SSE	Roger Hutcheon
		Good Energy	Chris Welby
		DECC	James Clarke
Group 2 – Jemma Baker	Bill	Energy UK	Dan Alchin
		Npower	David Mannering
		Ecotricity	Dave Dawson
		DECC	Patrick Whitehead
		Consumer Focus	Gillian Cooper
Group 3 – Stew Horne	Annual Statement	British Gas	Dave Watson
		SP	Pamela Mowatt
		Npower	Deb Roberts
		First Utility	Natalie Griffiths
		Citizens Advice	Anne Pardoe
Group 4 – Sarah Bradbury	Annual Statement	EON	Louise Pearson
		SP	Richard Sweet
		LoCo2 Energy	Mark Sommerfield
		Which?	James Tallack

Questions for the group

- Given the support from respondents on the concept of standardisation of terms work, how would you like to take this forward?
 - Separate working group?
 - Within this group?
 - Attendees?
- AOB?

The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

ofgem

Promoting choice and value
for all gas and electricity customers