Ofgem RMR consultation visuals

Prescribed content

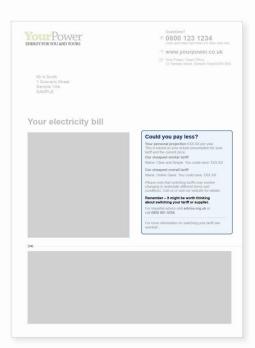
About this document

This document contains prescribed content samples for:

- · Annual Statement
- · Bill summary box
- · Price Increase Notification
- · Tariff Information Label

Sample documents have been provided for a non-existent energy company 'YourPower' to help illustrate what content and formatting is prescribed, and the nature/degree of prescription. These samples provide context only – they don't necessarily demonstrate how each document might appear.

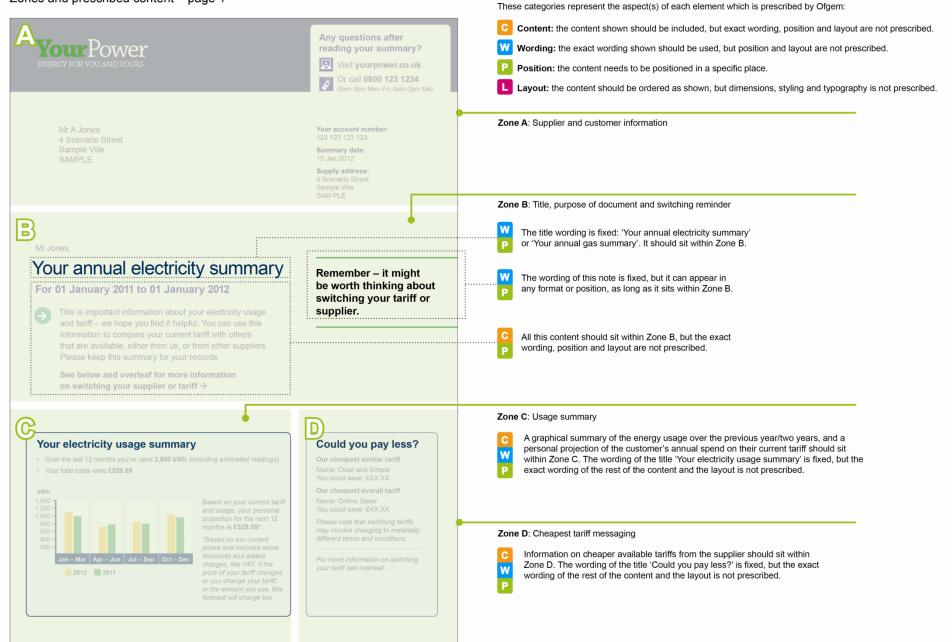








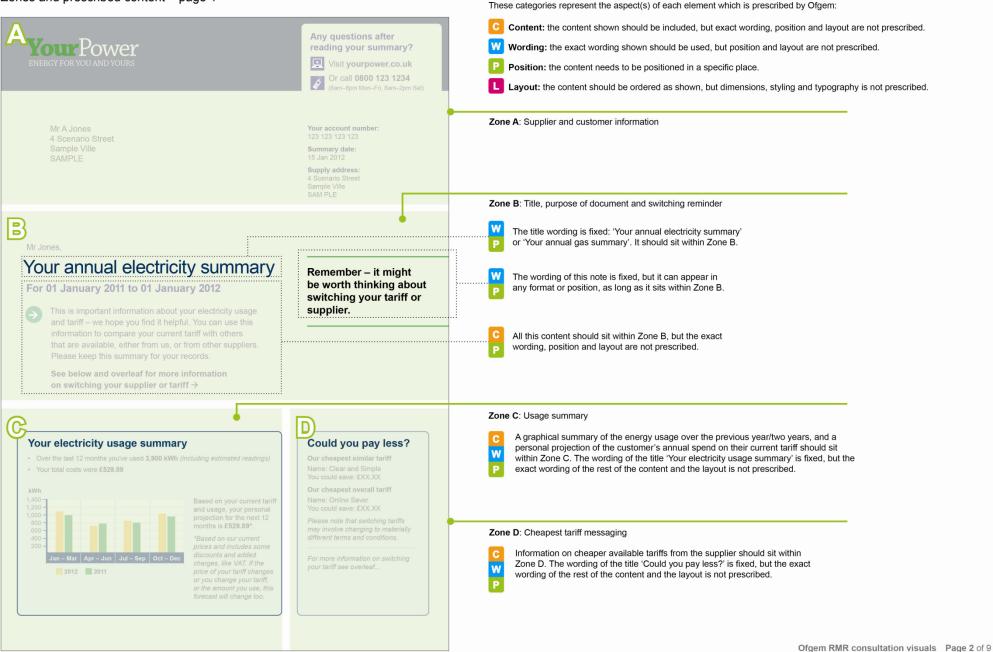
Zones and prescribed content - page 1



What's prescribed

All required content in the samples has been labelled with one or more of the following categories.

Zones and prescribed content - page 1



What's prescribed

All required content in the samples has been labelled with one or more of the following categories.

Zones and prescribed content - page 2



Need independent advice about switching tariff or supplier?

or impartial advice on switching suppliers contact Citizens Advice:

adviceguide.org.uk 8 08454 04 05 06

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons:

consumerfocus.org.uk

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply.

xxxxxxxx.org.uk/consumerchecklist

You could also reduce your costs by using less energy

Contact Energy Saving Advice Service for impartial advice on how to save energy:

0300 123 1234



Key contractual terms

Cancellation fees and arrangements for ending the contract

You may end your contract at any time without being charged a cancellation fee, but you must give us 28 days' notice, provide a final meter reading and settle any cutstanding debt for electricity.

Other terms

Discounts

Your tarff includes our [x] discount of [x]. This discount will continue to apply if you continue to meet the following conditions [x]. If we decide to withdraw this discount we will notify you in advance and inform you of your rights.

Moving house

If you move house you must give us at least 2 days' advance notice or you will continu to be liable for the supply until the earlier of:

- the second working day after you have subsequently notified us of that you have moved house; or
- the date another person begins to own or occupy the premises and starts to consume electricity.

Additional charges

We may charge you for any additional visits, tests or work carried out at your request Details of these charges are provided in the enclosed leaflet.

Glossary

kWh (kilowatt hour) – one kilowatt of power being used for one hour. It's the same as a 40-watt light bulb being left on for 25 hours. Also known as a 'unit' of energy

Personal projection — this is based on your actual consumption and is a projection of your future yearly charge You could compare the personal projection for your current tariff with

a personal projection given to you for an alternative tariff by your currer supplier, an alternative supplier or a switching site.

Switch – to change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.

Tariff – the package of charges an conditions that a supplier offers you for providing electricity.

Tariff Comparison Rate (TCR) — TCR is a figure that can be used to compare the price of the tariff you are on against alternative tariffs from your own or uthor supplies. The TCR is calculated as the estimated yearly bill, divided by the amount of energy used each year by a typical medium user of electricity. The TCR takes account of any standing charge and the unit rrates(s) that make up the tariff. The TCR is not based on your personal consumption and should be used as a guide only.

What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- Content: the content shown should be included, but exact wording, position and layout are not prescribed.
- Wording: the exact wording shown should be used, but position and layout are not prescribed.
- Position: the content needs to be positioned in a specific place.
- Layout: the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

Zone E: Impartial advice contact information and energy efficiency prompt

Signposts to energy efficiency advice and consumer switching information should sit within Zone E. The exact wording, position and layout are not prescribed.

Zone F: Embedded TIL. Key contractual terms and Glossary

The Tariff Information Label (TIL) should sit within Zone F. The wording for the headers and row labels is fixed. It should be laid out in a table in the order shown.

Key contractual terms should sit within Zone F. The wording of the title

'Key contractual terms' is fixed, but the exact wording of the rest of the content
and the layout is not prescribed.

Glossary should sit within Zone F.
The exact wording, position and layout are not prescribed.

Ofgem RMR consultation visuals Page 3 of 9

Zones and prescribed content - page 2



Additional information

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Additional information

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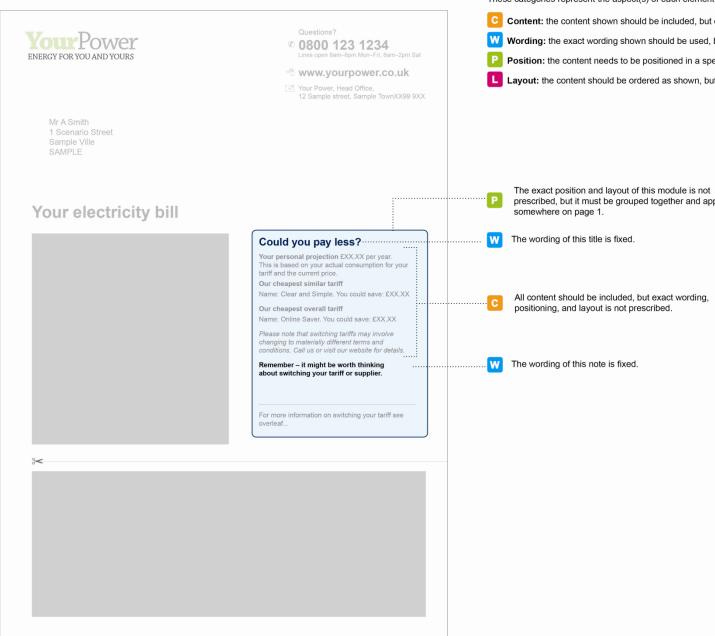
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Zone G: Additional compliance information (if applicable)

Ofgem RMR consultation visuals Page 4 of 9

Bill summary box

Prescribed content - page 1



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prescribed, but it must be grouped together and appear

Bill summary box

Prescribed content - page 2



What's prescribed

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- Wording: the exact wording shown should be used, but position and layout are not prescribed.
- **Position:** the content needs to be positioned in a specific place.
- Layout: the content should be ordered as shown, but dimensions, styling and typography is not prescribed.
- W The wording of this title is fixed.
- All content should be included, but exact wording, positioning, and layout is not prescribed.
- The exact position and layout of this module is not prescribed, but it must be grouped together and appear somewhere on page 2.
- The wording of this title is fixed.

All content should be included, but exact wording, positioning, and layout is not prescribed.

The exact position and layout of this module is not prescribed, but must be grouped together. It can appear anywhere on the bill.

Price Increase Notification

Prescribed content - page 1



© 0800 123 1234 Lines open 8am-8pm Mon-Fri, 8am-2pm Sat

→ www.yourpower.co.uk

Your customer number:

123 123 123 123

Supply address: 20 Sample Street, Your electricity tariff: Standard Electricity Payment method: Direct Debit

Your gas tariff: Standard Gas

What's prescribed

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Wording: the exact wording shown should be used, but position and layout are not prescribed.

Position: the content needs to be positioned in a specific place.

Layout: the content should be ordered as shown, but dimensions, styling and typography is not prescribed.



Due to an increase in wholesale prices, from 01 December 2011, the price you pay for your electricity and gas

| Your new prices | Your new pr | ices | | l |
|-----------------|-------------|------|---|---|
| | | | | Ė |
| | | | ie. Here's a preakdown of now your prices are changing: | |

| | | 30 Nov 2011 | 01 Dec 2011 |
|-------------|---------------------------|-------------|-------------|
| Electricity | Standing charge (per day) | x.xxp | x.xxp |
| | Unit rate (per kWh) | x.xxp | x.xxp |
| Gas | Standing charge (per day) | x.xxp | x.xxp |
| | Unit rate (per kWh) | x.xxp | x.xxp |

All charges exclude 5% VAT, which will be added to your total bill.

Here's an idea of how the price increase will affect you, assuming you continue to use the same amount of

| | | Current prices until 30 Nov 2011 | New prices after 01 Dec 2011 | Increase in cost |
|-------------------------|-------------|-------------------------------------|---------------------------------|------------------|
| Your personal | Electricity | £xxx.xx | £xxx.xx | £xxx.xx |
| projection for the year | Gas | £xxx.xx | £xxx.xx | £xxx.xx |
| | | | | |

Your personal projection includes 'xxxx' discount and VAT but does not include 'xxxx'.

Could you pay less?

helpline on 0800 891 0256.

Remember, it might be worth thinking about switching your tariff or supplier.

We may be able to help you save money with one of our other tariffs:

Cheapest similar tariff: 'xxxxx' tariff. You could save £xx.xx Cheapest overall tariff: 'xxxxx' tariff. You could save £xx.xx

Call us or visit our website for details.

Please note: switching tariffs may involve changing to materially different terms and conditions.

For impartial advice on switching tariff or supplier visit advice.org.uk or call the Citizens Advice consumer

You can also cut your costs by using less energy. For advice on how to save energy, contact the Energy Saving Advice Service on 0300 123 1234.

EXAMPLE

PRESCRIBED

EXAMPLE

EXAMPLE

PRESCRIBED

All content shown should be included.

All content shown should be included.

Only the wording for the header and row labels is fixed.

All content should be on page 1.

Content should be laid out in a table in the order shown.

The wording of this note is fixed, but it can appear in any format or position.

All content shown should be included.

Only the wording for the header 'Could you pay less?' is fixed.

Price Increase Notification

Prescribed content - page 2

About your tariff and energy usage

You might find the following information useful when comparing your tariff with others:

Your gas tariff: you are currently on our Standard Gas tariff paying by Direct Debit. In the last 12 months you have used xxx kWh (including estimated readings).

Your electricity tariff: you are currently on our Standard Electricity tariff paying by Direct Debit. In the last 12 months you have used xxx kWh (including estimated readings).

Your TCRs: Your Tariff Comparison Rate (TCR) is a rate per kWh that can be used as a guide to compare your tariff to other tariffs by taking account of the unit rate and standing charge. For electricity, your new TCR is xx.xxxp per kWh. For gas, your new TCR is xx.xxxp per kWh.

The TCR is not an actual price and is based on the consumption of a typical user who uses 3,300kWh/year of electricity and 16.500kWh/year of gas. The actual prices will depend on your personal consumption.

Call us on xxx or visit our website www.xxxx.co.uk for details on your tariff and on the calculation of the TCR.

Further details on your rights to switch are available below

Your rights as a consumer

You have a right to end your contract for gas or electricity (or both) because of the increase in charges. There will be no exit fee for ending your current contract in any circumstances.

If you wish to end your contract, you can either:

- 1. Switch to another one of our tariffs, or
- 2. Switch to another supplier.

We recommend you enter into a new contract with us or another supplier as soon as possible, or on or before 01 December 2011, as you may be able to avoid the increase in prices.

Please bear in mind that

- In order to avoid the prices increase when you switch to another one of our tariffs, we must start to supply you under another one of our tariffs by [date which is 20 working days from the effective date of the price increase]
- If you switch to another supplier, we won't charge you any increase if by [date which is 20 working days
 from the effective date of the price increase], your proposed new supplier has told us that they'll be
 taking over your supply within a reasonable period of time.
- If you have unpaid charges on your account, we may prevent the switch until you have paid them. If so, we will write to tell you. If you pay the blalance on your account within 30 working days of us telling you this, your switch can still go ahead and we won't apply a charge increase during the switching period.

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply. See xxx.org.uk/consumerchecklist.

Yours sincerely

Name - Title/position

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EXAMPLE

All content should be included, but exact wording, positioning, and layout is not prescribed.

Ofgem RMR consultation visuals Page 8 of 9

Tariff Information Label (TIL)

Prescribed content - standard single fuel

Your tariff information

| Supplier | YourPower |
|---|----------------------------|
| Tariff name | YourPower Fixed Renewables |
| Tariff type | Economy 7 Electricity |
| Payment method | Direct Debit |
| Unit rate – Day | 10.00p per kWh |
| Unit rate – Night | 10.90p per kWh |
| Standing charge | 27.4p per day |
| Tariff ends on | 18 February 2011 |
| Price guaranteed until | 18 February 2011 |
| Exit fees (if you cancel this tariff before the end date) | £50.00 |
| Discounts and additional charges | No discounts |
| Additional products or services included | Loyalty points |
| Illustrative electricity cost | on this tariff |
| Assumed annual consumption | 3,300 kWh |
| Estimated annual cost | N/A |
| Tariff Comparison Rate (TCR) | N/A |

Frequently asked questions

- · What is a kWh (kilowatt-hour)?
- A kWh stands for kilowatt-hour the unit used to measure energy use. 1 kWh will power a 40 watt light bulb for 25 hours.
- · What is the Tariff Comparison Rate (TCR)?

TCR is a rate per kWh that allows you to compare your tariff to other tariffs by taking account of the unit rate and standing charge.

· Up to three additional frequently asked questions

Estimated costs include VAT and are based on current prices for the tariff shown above.

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- Layout: the content, styling should be ordered as shown but dimensions, and typography is not prescribed.

The wording for the headers and row labels is fixed. It should be laid out in a table in the order shown.

The wording of the first two questions is fixed and should appear exactly as shown. The exact wording of the answers is not prescribed.

Suppliers can choose to add up to three further FAQs, the content of which is not prescribed.

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Ofgem RMR consultation visuals Page 9 of 9