

Consumer Bills and Communications Roundtable

Sixth meeting of the Consumer Bills and Communications Roundtable Group	Date and time of Meeting Location	5 th February 09:00 – 12:00 Ofgem, 9 Millbank
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The meeting note below lays out the main discussion points, agreements and action points for the sixth meeting of the Consumer Bills and Communications Roundtable Group (CBCRG).

Attendees

Anne Pardoe	- Citizens Advice
Gillian Cooper	- Consumer Focus
David Bendelman	- DECC
Natalie Kozlov	- DECC
Elizabeth Garber	- EDF Energy
Louise Pearson	- E.ON
Alun Rees	- Energy UK
Mark Sommerfeld	- LoCo2 Energy
Louise van Rensburg	- Ofgem (Chair)
Jemma Baker	- Ofgem
Stew Horne	- Ofgem
Victoria Volossov	- Ofgem



Meeting Notes

Key discussion and action points

The group discussed the document on the purpose of supplier communications and agreed to work on the standardisation of terms. Please see below for more details.

Actions from previous meetings

- **ACTION:** from previous meeting to comment on purposes document- complete **Energy UK clarified they have already** pulled together a consumer research table and circulated to all.

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Group work on purposes of supplier communications

Two groups discussed the purposes, sub-purposes and regulatory content of supplier communications. The resulting 'purposes document' will be circulated separately to participants for comment.

As areas for further work the group identified a) finding out some detailed regulatory requirements (ie where regulation prescribes positioning) b) how suppliers send out their communications (ie which ones they combine and how) c) which other, unregulated communications the group may want to discuss.

Standardisation of Terms kick-off

The group agreed on some criteria for an effective Standardisation of Terms:

- Complete standardisation before the proposed Retail Market Review implementation timelines
- This definition should be an industry-wide adoption of the terms. To achieve this, the attendance of the CBCRG should be wider, i.e. switching sites and government need to participate.
- Definition of scope. A top five to ten terms are feasible in the short term, a large glossary may not be. An initial list could include payment types, tariff, discounts, surcharges, exit fees.
 - o Some participants thought that two categories of terms would emerge. Those which consumers struggle to understand and those which are used inconsistently across the industry.
 - o Some thought that the group should consider other industries and other market practice when looking into this work.

The group identified potential risks, ie that it may be problematic to agree on a list of terms.

Actions

- **Action – Ofgem** to provide more detail on the exact requirements of the regulation e.g. some of the information requirements have positioning linked to them.
- **Action - Ofgem** to summarise and incorporate the group's work into the purposes document. **All participants** to feedback around February 15-18th, however this is still to be confirmed.



Meeting Notes

- **Action – Energy UK** to find out from its members how they dispatch regulated documents to customers regulated documents (grouped together or sent separately?). **Ofgem** to follow up with small suppliers.
- **Action - Ofgem** to send out initial list of terms for standardisation and links to relevant research.
- **Action – Energy UK** to check for supplier research on standardisation of terms, including specific information from Scottish suppliers.
- **Action – all** agree on a list of terms for standardisation prior to next meeting on 26 February 2013.