

Our chief aim is to make the energy market work for you – the energy consumer.
Here are some of our highlights from the past year.

Made it easier to get a better deal

We've brought in the **biggest reforms since privatisation.**

For you
Better, clearer information, and new standards for how suppliers treat you – our [Be An Energy Shopper](#) campaign tells you more.

For suppliers
New rules to make long-term prices more reliable and help small suppliers do business.

For the market
We've used our powers to start a review by the Competition and Markets Authority. This will identify and put right anything that might be limiting the way competition bears down on prices.

£200

AMOUNT YOU MIGHT BE ABLE TO SAVE FROM YOUR YEARLY ENERGY BILL IF YOU SWITCHED SUPPLIER

3 big changes we've introduced:

simpler prices

clearer bills

fairer treatment

Helped out people in difficult situations

This year we created a new strategy to improve things for people who find it hard to get the best from the energy market due to **age, disability, illness or financial hardship**. Consumer groups have said it sets a standard for others to follow.

£500 If you have a prepayment meter, you can now switch supplier **even if** you're in debt – up to this amount.



£300 MILLION

How much suppliers paid under the **Warm Home Discount** this year, in rebates to people who needed it

Demanded better behaviour from suppliers

We've carried on taking a tough line on enforcement. This year we enhanced transparency and won new powers to make companies compensate consumers directly.

£35.5 MILLION AMOUNT PAID BY SUPPLIERS IN COMPENSATION & PENALTIES IN 2013-14

£100+ MILLION AMOUNT PAID BY SUPPLIERS SINCE 2010

Improved protection for small businesses

If you run a small business, your supplier has to treat you fairly under new standards of conduct. If they don't, we'll fine them.

We've also given the rules more reach. Businesses used to be covered if they spent up to £5,000 a year on fuel. Now it's £10,000.

160,000

NUMBER OF EXTRA BUSINESSES NOW PROTECTED

Raised investment that's made the network more reliable

Network costs – the use of the pipes and wires that transport gas and electricity – make up around 22% of your bill. This is the only area where we regulate prices directly. Over the past decade, we've overseen huge investments and greatly increased reliability. On top of that, we expect costs to remain stable until 2020.

30%

Reduction in power interruptions since 2002

£80 BILLION

Network investment since privatisation (2013-14 prices)

17%

Drop in cost of networks since privatisation

Helped you save money and become more energy efficient

We run a range of government schemes. This year, we stripped back our budgets to make sure you get the most from all of them. And we launched a new one, too: the **Domestic Renewable Heat Incentive**, which can pay you for generating your own energy.

£5 BILLION

Value of the environmental schemes and offshore transmission tenders we administered

0.64%

Proportion of that £5 billion that it cost us to run the schemes