



The difference we made
in 2014-15

ofgem

Making a positive difference
for energy consumers



Making customer choice easier



Prepayment meter tariff choice

More suppliers than ever before are offering PPM tariffs. We are doing a lot of work to ensure that customers get the benefits and innovation of smart prepay.



Price comparison sites

We revised the Confidence Code for energy price comparison websites, so that users get a view of the whole market and are clear about which energy companies pay the sites commission.



Encouraging consumers to shop around

We launched our Be An Energy Shopper campaign to empower consumers to shop around for good deals and switch. So far, over half a million have visited the campaign site.



Energy Best Deal

By spring 2015, at least **350,000** consumers had benefited from face-to-face advice on Energy Best Deal since the first pilot in 2008.

Enabling investment for safe and secure energy for homes and businesses in future.



£24BN

Investment in the network

Our plans for the companies that run Britain's electricity network will secure **£24bn** worth of investment to renew and maintain the network, and connect renewable generation over the next eight years of the RIIO price control.



£900M

Low Carbon Network Fund

We expect companies to realise around **£900m** of benefits to consumers as a result of our innovation stimulus, the Low Carbon Network Fund.



Making power supplies more secure

We gave National Grid new tools it can use to help balance the electricity system and keep supplies secure when we have less generation available.



Our new gas emergency arrangements

These shift the cost and risk of a gas emergency from customers to shippers, and give shippers incentives to provide emergency gas when supplies are tight.



£80M

Transmission constraint

Our close monitoring of compliance with the transmission constraint licence condition has saved customers over **£80m** a year in costs.



£2.2BN

Offshore transmission tender round

We completed the first tender round, which independent consultants CEPA and BDO say saved consumers between **£200m** and **£400m**. In total, the regime has attracted over **£2.2bn** of new investment.



3.4GW

New electricity interconnectors

We confirmed our new regulatory regime for interconnector projects, and have approved **3.4GW** of new interconnection capacity, to Belgium, Norway and France, increasing competitive pressure on power prices.



£100M

More renewables connection for Scotland

We approved an expenditure allowance of **£1.1bn** for SHE Transmission to build the Caithness Moray transmission project in Scotland. Our scrutiny reduced the costs by over **£100m**.

Making sure consumers get a fair deal



Consumer complaints to suppliers These are still unacceptably high. We have launched two major investigations into npower and ScottishPower for poor customer service.



Returning money to consumers We got the six largest energy suppliers to return money owed to business and domestic consumers, having identified **£153m** of unreturned credit held in closed accounts.



Better customer service Thanks to our electricity price control incentives, we have seen network companies improve the way they engage with stakeholders. For example, most now have independent expert consumer panels advising them on critical issues facing households and businesses.



Enforcement In 2014-15, we completed 13 investigations against companies who have failed households and small businesses, securing nearly **£6m** in fines and **£69.6m** in consumer compensation or redress, plus **£3.5m** through alternative enforcement action.



Compensation payments have doubled for customers who experience prolonged power cuts: **£70** for those without power during severe weather.



Reduced electricity bills Through our price controls, we have reduced annual electricity bills by around **£10**.

Helping the most vulnerable



£40m for vulnerable consumers

We've secured more than **£40m** in redress to support fuel poor and vulnerable consumers.



Priority Service Register

Over 85,000 customers got extra support during an unplanned interruption as a result of being on networks' priority services registers.



More gas connections

There have been 58,000 homes and businesses connected to the gas grid since the Fuel Poor Network Extension Scheme began in 2008, and a further 14,000 since the RIIO-GD1 gas networks' price control period began two years ago.

Delivering multimillion-pound environmental and social schemes to benefit consumers



Running schemes efficiently

The environmental schemes Ofgem E-Serve administers on behalf of the government are worth around £5bn in total, and we deliver them not-for-profit for just £27.9m – less than 1% of their total value.



We improved the Domestic Renewable Heat Incentive

scheme's IT systems and processes, based on operational experience and customer feedback. This helped speed up the accreditation process, so that 90% of all applicants got a decision within 30 working days.



We made process changes to

make sure that beneficiaries of the Energy Companies Obligation, including those at risk of fuel poverty, receive the right quality of energy efficiency measures. The changes will also reduce the administrative burden for the supply chain, ultimately reducing costs for the billpayers.



We administered the Warm Home Discount scheme

efficiently, delivering it under budget.



We streamlined accreditation processes for the Renewables Obligation and the Feed-in Tariff

to reduce queue lengths, cost per transaction, and to improve customer service.

For more on our work this year, read the full **annual report** and accounts at www.ofgem.gov.uk/publications-and-updates/ofgem-s-annual-report-and-accounts-2014-15