



Making a positive difference
for energy consumers



TOP 10

The Top 10 ways we
made a positive difference
for consumers in
vulnerable situations

Here's the **Top 10** ways that we made a difference for consumers in vulnerable situations since our last report in 2013.

Redress

1

In 2013-2015 we completed 20 investigations, securing £89.9 million in consumer compensation and redress to support fuel poor and vulnerable consumers. This includes £49.7m for energy efficiency measures for fuel poor consumers.

Unreturned credit balances

2

Following our investigation suppliers have promised to hand back £153m of unreturned closed account credit balances to customers. Where suppliers cannot identify affected customers and hand the money back directly, they have already committed to contribute £38m to social funds and initiatives.

Connecting people to the gas grid

3

Since 2008 more than 58,000 fuel poor households have been connected to the gas grid, under the Fuel Poverty Network Extension Scheme. Our changes to the scheme will ensure that it links up better with wider fuel poverty initiatives.



Online price comparison sites

4

We have made changes to our Confidence Code, our voluntary accreditation for online price comparison sites, so customers will be told about the Warm Home Discount. This should ensure that consumers in receipt of the £140 discount don't accidentally lose it when switching supplier or end up worse off.



Ofgem is the GB energy regulator.

Everything we do is with the aim of making a positive difference for energy consumers.

Cost of calls

5

We ensured suppliers offer free phone or low cost geographic numbers for customers to use; and that telephone numbers are easy to find, including prominently displayed on suppliers communications and websites.

Social Tariffs

7

Following our encouragement, we have seen the introduction by companies of tailored social tariffs for consumers in vulnerable situations.

Prepayment Meters (PPM)

6

Our changes to the Debt Assignment Protocol should make switching easier for a significant proportion of the 7% of electricity PPM and 10% of Gas PPM customers who are in debt. We're also working with suppliers to abolish costs for installing and removing PPMs to make switching easier, to increase tariff choice for PPM customers and to ensure they are treated more fairly.



Free services to customers with additional needs

8

We announced changes to update and expand the Priority Services Register so that any customer with additional communication, access or safety needs can access services for free.

Support during outages

9

Our protections require networks to offer customers in vulnerable situations additional support. More than 85,000 customers were provided with extra help when their supply was interrupted during the 2013-2014 storms.



Advice

10

More than 350,000 consumers have benefited from Energy Best Deal since we commissioned Citizens Advice to do the first pilot in 2008. Energy Best Deal provides customers in vulnerable situations and those who support them, with face to face advice, training and support to help with switching, financial management and accessing social support.

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