

Proposed new package of principles – SSE proposed amendments

TRACKED CHANGES VERSION

Encourage and Enable

Contract choices

1. The licensee must ensure that it provides information, ~~services and/or tools~~ for each Domestic Customer at relevant ~~all~~ Key Engagement Points ~~and throughout each year that, taking that, insofar as is reasonably practicable, takes~~ into account that Domestic Customer's characteristics, preferences and current Tariff, ~~is effective in:~~

a. ~~Enabling-Informing~~ that Domestic Customer ~~to understand~~ that they can switch Tariff and Energy Supplier, ~~and how they may benefit financially from doing so.~~

b. Encouraging that Domestic Customer to consider their options relating to contracts and terms, including their choice of Tariff.

c. Informs that customer of the benefits of switching Tariff with the Licensee.

Consumption and cost choices

2. The licensee must ensure that it provides information, ~~services and/or tools~~ for each Domestic Customer throughout each year that, ~~taking, insofar as is reasonably practicable, takes~~ into account that Domestic Customer's characteristics, preferences and current Tariff, ~~is effective in:~~

a. ~~Enabling-Informing~~ that Domestic Customer ~~of to understand~~ the key features of their Tariff, including any Charges, and allowing them to make ~~timely~~ choices in how ~~and when~~ they consume [electricity/gas].

b. Encouraging that Domestic Customer to consider their options to improve their ability to manage costs and consumption, including ways to be more efficient and flexible in how that Domestic Customer consumes [electricity/gas].

Key Engagement Points: Points in time where the Licensee believes that a Domestic Customer is likely to want to consider, ~~or could benefit from considering~~, their options relating to contracts and terms, including their choice of Tariff.

Assistance and advice information

3. The licensee must ensure that it provides relevant information about their energy services to each Domestic Customer at a frequency and in a form that enables-informs that Domestic Customer ~~to know of~~ how to ~~quickly and easily:~~

a. Identify and contact the Relevant Party about a problem, question and/or other request for assistance. This includes, but is not limited to, general or specific queries, complaints, disputes and emergencies;

b. Seek impartial advice from independent parties such as Citizens Advice or Citizens Advice Scotland;

c. Identify their rights as regards to the means of dispute settlement, including how to access to any Relevant Ombudsman, in the event of a dispute with a Relevant Party; and

d. Access assistance. This includes, but is not limited to information about:

- i. Managing debt and finances;
- ii. Managing energy consumption and associated costs; and
- iii. Energy efficiency, social and financial programmes.

Relevant Party: All relevant party/parties in relation to a Domestic Customer's energy supply. This includes, but is not limited to, the licensee, their Representatives or energy network companies.

Bills and billing information

4. The licensee must ensure that ~~they-it~~ provides Bills, statements of account and/or any relevant billing information to each Domestic Customer, at a frequency and in a form that insofar as is reasonably practicable, takes into account that Domestic Customer's characteristics, ~~and preferences~~ ~~and their ability to effectively manage their costs and consumption~~, including information about:

- a. Any Charges that are ~~,or will be,~~ owed to and/or by the Licensee
- b. How any Charges since the last Bill or statement of account have been calculated, and
- c. When and how that Domestic Customer needs to pay any Charges, leaving adequate time for that Domestic Customer to understand their circumstances and, where appropriate, arrange payment.

Contract changes

5. The licensee must ensure that it provides notification(s) to each Domestic Customer of any disadvantageous contract change, price ~~change-increase~~ or any renewal of a fixed term contract. Taking into account that Domestic Customer's characteristics and/or preferences insofar as is reasonably practicable, the notification(s) must:

- a. Be provided in adequate time and in a form that ~~enables-allows~~ that Domestic Customer to make an informed choice and take action to allow them to avoid any changes before they take effect;
- b. Describe what the change is, including an explanation of the reason(s) for the change, any implications of the change if that customer takes no action and when the changes take effect; and
- c. Communicate to the Domestic Customer their rights and options relevant to the change, including those set out in [conditions setting out retained prescription relating to the rights of the consumer].

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CLEAN VERSION

Encourage and Enable

Contract choices

1. The licensee must ensure that it provides information for each Domestic Customer at relevant Key Engagement Points that, insofar as is reasonably practicable, takes into account that Domestic Customer's characteristics, preferences and current Tariff:

- a. Informing that Domestic Customer that they can switch Tariff and Energy Supplier.
- b. Encouraging that Domestic Customer to consider their options relating to contracts and terms, including their choice of Tariff.
- c. Informs that customer of the benefits of switching Tariff with the Licensee.

Consumption and cost choices

2. The licensee must ensure that it provides information for each Domestic Customer throughout each year that, insofar as is reasonably practicable, takes into account that Domestic Customer's characteristics, preferences and current Tariff:

- a. Informing that Domestic Customer of the key features of their Tariff, including any Charges, and allowing them to make choices in how they consume [electricity/gas].
- b. Encouraging that Domestic Customer to consider their options to improve their ability to manage costs and consumption, including ways to be more efficient and flexible in how that Domestic Customer consumes [electricity/gas].

Key Engagement Points: Points in time where the Licensee believes that a Domestic Customer is likely to want to consider, their options relating to contracts and terms, including their choice of Tariff.

Assistance and advice information

3. The licensee must ensure that it provides relevant information about their energy services to each Domestic Customer at a frequency and in a form that informs that Domestic Customer of how to:

- a. Identify and contact the Relevant Party about a problem, question and/or other request for assistance. This includes, but is not limited to, general or specific queries, complaints, disputes and emergencies;
- b. Seek impartial advice from independent parties such as Citizens Advice or Citizens Advice Scotland;
- c. Identify their rights as regards to the means of dispute settlement, including how to access to any Relevant Ombudsman, in the event of a dispute with a Relevant Party; and
- d. Access assistance. This includes, but is not limited to information about:
 - i. Managing debt and finances;
 - ii. Managing energy consumption and associated costs; and

iii. Energy efficiency, social and financial programmes.

Relevant Party: All relevant party/parties in relation to a Domestic Customer's energy supply. This includes, but is not limited to, the licensee, their Representatives or energy network companies.

Bills and billing information

4. The licensee must ensure that it provides Bills, statements of account and/or any relevant billing information to each Domestic Customer, at a frequency and in a form that, insofar as is reasonably practicable, takes into account that Domestic Customer's characteristics and preferences including information about:

- a. Any Charges that are owed to and/or by the Licensee
- b. How any Charges since the last Bill or statement of account have been calculated, and
- c. When and how that Domestic Customer needs to pay any Charges, leaving adequate time for that Domestic Customer to understand their circumstances and, where appropriate, arrange payment.

Contract changes

5. The licensee must ensure that it provides notification(s) to each Domestic Customer of any disadvantageous contract change, price increase or any renewal of a fixed term contract. Taking into account that Domestic Customer's characteristics and/or preferences insofar as is reasonably practicable, the notification(s) must:

- a. Be provided in adequate time and in a form that allows that Domestic Customer to make an informed choice and take action to allow them to avoid any changes before they take effect;
- b. Describe what the change is, including an explanation of the reason(s) for the change, any implications of the change if that customer takes no action and when the changes take effect; and
- c. Communicate to the Domestic Customer their rights and options relevant to the change, including those set out in [conditions setting out retained prescription relating to the rights of the consumer].