

## Customer outcomes – SSE proposed amendments

### TRACKED CHANGES VERSION

#### Encouraging and enabling engagement

We want to make sure that consumers get ~~the right information, in the right form and at the right time, so~~ information in a form and at a time that:

- ~~They can easily~~Allows them to find and understand information about their consumption and current tariff
- ~~They are aware~~Reminds them that they can switch tariffs or suppliers and that they may benefit by doing so
- They have the information they need ~~to be able~~which allows them to access and assess their options
- They are ~~able to~~provided with information which allows them to make an informed decision about the right option for them and what steps they need to take.

#### Assistance and advice information

We want to make sure that consumers get ~~the right information, in the right form and at the right time, so~~ information in a form and at a time that:

- Consumers ~~are made aware of~~know who to contact, and can easily obtain the relevant contact details if they have a query, want to make a complaint or seek redress, or in an emergency
- Consumers ~~are made aware of~~know what their rights are regarding dispute resolution
- Consumers are made aware of, ~~and understand,~~ the sources of impartial information and advice that are ~~relevant and~~ available to them, and how to contact the relevant independent parties at the right time.

#### Bills and billing information

The purpose of Bills and billing information is to inform consumers of the cost of their energy supply and any payments that they have made or will need to make. The outcomes we expect from Bills and billing information are that:

- All domestic consumers ~~have the information they need to understand~~are made aware of what they are being charged. This includes whether the consumption used to calculate their costs is estimated or actual, and all relevant charges, fees and discounts.
- All domestic consumers have the information they need, on a sufficiently frequent basis, to effectively manage with which they could reasonably be expected to manage their costs and consumption. This includes ~~enabling consumers to understand~~information which a customer could use to form an understanding of the link between their costs and how much they consume (and sometimes when they consume), ~~and being able to use this information to adjust their behaviour to reduce their costs should they wish to~~.

#### Contract changes

When their prices are increasing or their contract is ending, consumers should be provided with information ahead of time that informs them of~~enables them to understand~~:

- the changes that are happening, and when they will happen
- the details of the change, including changes to unit rates, standing charges, discounts or other charges, and what will happen should they take no action
- the impact of the change for them, including the impact on their annual costs
- their options should they wish to avoid the change, for instance by switching to another tariff or supplier, and how they can go about doing so.

Consumers should be provided with this information in adequate time before the change takes effect so that they can assess their options avoid the change should they wish to and so that the notification acts as an effective prompt to encourage them to engage.

### Annual statements

The Annual Statement is intended to improve consumers' ability to understand and engage with their energy supply. We want to ensure that our rules for customer communications help to:

- **Equip consumers with information about their tariff, costs and consumption** so that they can develop an understanding of~~understand~~ their current circumstances and have the tools to compare their options and to choose the right one for them.
- **Prompt engagement**, raising consumer awareness of the options available to them, including switching tariff or supplier, and how they can take advantage of these options.

## Customer outcomes – SSE proposed amendments

### CLEAN VERSION

#### Encouraging and enabling engagement

We want to make sure that consumers get information in a form and at a time that:

- Allows them to find and understand information about their consumption and current tariff
- Reminds them that they can switch tariffs or suppliers and that they may benefit by doing so
- They have the information they need which allows them to access and assess their options
- They are provided with information which allows them to make an informed decision about the right option for them and what steps they need to take.

#### Assistance and advice information

We want to make sure that consumers get information in a form and at a time that:

- Consumers are made aware of who to contact, and can easily obtain the relevant contact details if they have a query, want to make a complaint or seek redress, or in an emergency
- Consumers are made aware of what their rights are regarding dispute resolution
- Consumers are made aware of the sources of impartial information and advice that are available to them, and how to contact the relevant independent parties at the right time.

#### Bills and billing information

The purpose of Bills and billing information is to inform consumers of the cost of their energy supply and any payments that they have made or will need to make. The outcomes we expect from Bills and billing information are that:

- **All domestic consumers are made aware of what they are being charged.** This includes whether the consumption used to calculate their costs is estimated or actual, and all relevant charges, fees and discounts.
- **All domestic consumers have the information they need, on a sufficiently frequent basis, with which they could reasonably be expected to manage their costs and consumption.** This includes information which a customer could use to form an understanding of the link between their costs and how much they consume (and sometimes when they consume).

#### Contract changes

When their prices are increasing or their contract is ending, consumers should be provided with information ahead of time that informs them of:

- the changes that are happening, and when they will happen
- the details of the change, including changes to unit rates, standing charges, discounts or other charges, and what will happen should they take no action
- the impact of the change for them, including the impact on their annual costs
- their options should they wish to avoid the change, for instance by switching to another tariff or supplier, and how they can go about doing so.

Consumers should be provided with this information in adequate time before the change takes effect so that they can assess their options avoid the change should they wish to and so that the notification acts as an effective prompt to encourage them to engage.

### **Annual statements**

The Annual Statement is intended to improve consumers' ability to understand and engage with their energy supply. We want to ensure that our rules for customer communications help to:

- **Equip consumers with information about their tariff, costs and consumption** so that they can develop an understanding of their current circumstances and have the tools to compare their options and to choose the right one for them.
- **Prompt engagement**, raising consumer awareness of the options available to them, including switching tariff or supplier, and how they can take advantage of these options.