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**9 October 2015**

**Citizens Advice response to Ofgem's consultation on *How we report on electricity distribution company performance***

Citizens Advice welcomes this opportunity to respond to this consultation. Citizens Advice has statutory responsibilities to represent the interests of energy consumers across Great Britain. This covering letter and the completed response template (Attachment A) are not confidential and can be published on your website.

Making network performance reporting more transparent is critical to the success of the new RIIO model of network regulation - a model that has 'enhanced stakeholder engagement' at its core. We made the case for this in a recent publication, *Beginning to see the light* (Attachment B), and we welcome Ofgem moving the reporting issue forward in this consultation. Although it is not strictly part of a new 'performance reporting' framework, we also commend you for the work you have done to better explain what the networks do and how they are regulated on your website under the page '*The energy network: how it works for you*'.

We have also received a positive response from a number of the networks (including transmission and gas distribution companies) to *Beginning to see the light*, and welcome the steps that a number have already taken to improve their performance reporting. But much work remains to be done and we look forward to continuing to work with the networks and you to deliver a more transparent and effective reporting framework.

Please do not hesitate to contact me if you would like to discuss this submission.

Yours sincerely

Chris Alexander  
Head of Energy Regulation

## **Attachments**

**Attachment A:** Citizens Advice Response to consultation questionnaire

**Attachment B:** *Citizens Advice Report, Beginning to see the light: why we need greater transparency in the RIIO model of network regulation and how to deliver it.*

**Patron HRH The Princess Royal**

**Chief Executive Gillian Guy**

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Charity registration number 279057 VAT number 726 0202 76 Company limited by guarantee Registered number 1436945 England

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