

# Consumer Priorities for RIIO-2

citizens  
advice

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# About Citizens Advice

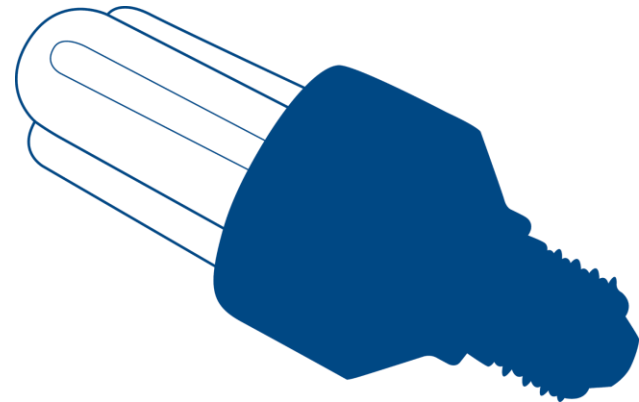
Citizens Advice and Citizens Advice Scotland represent consumers across essential regulated markets. We are the statutory consumer advocate for energy and postal services in Great Britain and for water in Scotland. We use compelling evidence and expert analysis to put consumer interests at the heart of policy-making and market behaviour. We have a number of responsibilities, including unique powers to require private and public bodies to disclose information.

We tackle issues that matter to consumers, working with people and a range of different organisations to champion creative solutions that make a difference to consumers' lives.

# Our role

The Citizens Advice service:

- Provides energy consumers with accessible advice as well as help raising a complaint through our core channels of web, telephone and face to face
- Provides energy consumers with information enabling them make decisions about their supply and access specialist services
- Advocates on behalf of energy consumers to ensure regulation reflects how they actually think and behave



# RIIO-2 - Consumer Principles

1. **Profits** are lower than the previous price control, to more accurately reflect the relative low risk for investors in this sector.
2. The value of any **unspent funding** for infrastructure projects is returned to consumers promptly and in full.
3. Industry business plans and regulatory decisions are directly **informed by consumer** (including future consumer) feedback and research.
4. Companies are required to **publish complete information** on their performance, financial structures, gearing and ownership.
5. **Innovation funding and incentives** support consumers in the transition to a low-carbon future, particularly those consumers in vulnerable circumstances.

[Our response](#) to RIIO-2 Framework Consultation.



# RIO-2 - Consumer Outcomes



## Reliability

Consumers experience as few interruptions to their energy supply as possible.



## Safety

Consumers can count on their energy network being safe and secure.



## Value for money

Consumers receive good value for money from energy networks. Companies run the networks as efficiently as possible to reduce the impact on people's bills.



## Quality service

Consumers receive services that meet or exceed their reasonable expectations. If things go wrong they are put right quickly with compensation provided as appropriate. Consumers find energy networks to be accessible and transparent.



## Impact on our environment

Energy networks minimise their direct impact on the environment and assist others in doing so where possible. They contribute to reducing greenhouse gas emissions and improving air quality in Great Britain.



## Future-proof

Energy networks anticipate and respond to changing consumer needs and behaviours. Energy networks are highly resilient.



## Fairness

All types of consumers are served well, with those in vulnerable situations receiving additional attention and support. The needs of future energy consumers are considered without jeopardising the needs of current consumers.



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