

ERGEG Good Practice Guidelines – Consumer Perspective

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Good Practice Guidelines – What's Missing?

1. Regulators should carry out a systematic review of consumer protections to ensure that they are fit for purpose in a smart world

Recommendation 6: Activation and de-activation of supply
- concerns about misuse of remote disconnection & switching.

Recommendation 3: Bills are based on actual consumption
- customers want accurate bills but also flexibility of payment

Recommendation 10: Alert in case of high energy consumption
- essential if have TOU, but action needed to protect vulnerable from under-heating

Recommendation 4: Offers reflecting actual consumption patterns – careful implementation of TOU and seasonal tariffs needed. e.g. Class action in California, moratorium on time of use tariffs in Victoria, Australia. Half hourly collection of data – data privacy issues.

Recommendation 14: Financial risk – What mechanisms are in place to limit financial risk to consumers, ensure efficient roll out and value for money?

Good Practice Guidelines – What's Missing?

2. Development of a strategy to deliver the consumer benefits including:

- Model the impact on different social groups
- Include potential social benefits – not preclude healthcare opportunities
- Facilitate cross sector and cross-government benefits e.g. water, digital
- Reporting, monitoring, outputs including consumer experience & review including cost savings and energy reduction



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3. Recommendations to engage consumers in becoming active participants in the energy retail market

- consumer confidence
- awareness smart meters & their potential benefits
- information and support
- opportunity to change behaviour

Recommendation 15: All customers should benefit from smart metering – we welcome this.

Recommendation 8. Access on demand to information on consumption data.

Strongly oppose charging for energy consumption information.

Information must be free in liberalised energy market and in a standardised format to help consumers compare deals on like for like basis in what will become an increasingly complex market.

Good Practice Guidelines – What’s Missing?

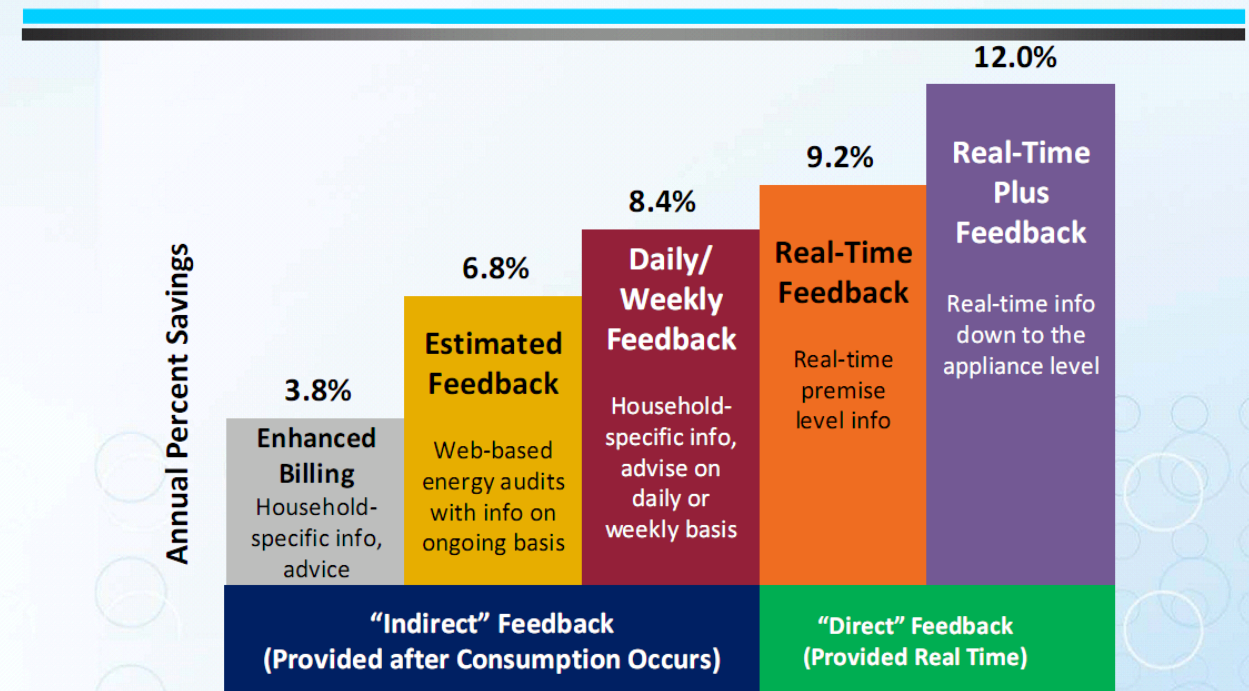
Recommendation 1:

Information on actual consumption on a monthly basis
- not enough to deliver level of behaviour change needed. Good practice would enable customers to get more regular feedback.

Recommendation

Provision of direct feedback on energy consumption via a display should be a minimum requirement of any good practice guidance.

Average Household Electricity Savings (4-12%) by Feedback Type*



ACEEE 30

30 Years of Energizing Efficiency

**And yes, with persistent feedback there is persistent savings. . .*