Implementation of RASP principles

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Improving reliability

- Suppliers offer fixed price contracts to give customers peace of mind about their energy costs. The longest fix in the British market is until 2018.
- The market has delivered diversity of gas supplies, through a combination of pipes, LNG terminals and storage. Suppliers continue to improve security of supply.
- For example, SPP (Slovakia) has:
  - Improved interconnection of domestic pipeline systems.
  - Enhanced interconnections with neighbouring countries.
  - Increased volume of gas storage (helped by the unseasonably warm winter).

Improving affordability

- Affordability needs to be addressed by society and suppliers.
  - GDF Suez (Belgium) carries out studies in cooperation with universities to understand the causes of energy poverty.
  - British Gas introduced “Tariff Checker” to tell customers about cheaper tariffs they could benefit from.

Improving affordability

- Energy efficiency is important to improving affordability.
  - GDF Suez (France) supports energy efficiency schemes and trains volunteers to identify eligible households.
  - British Gas has become a Green Deal provider, supporting the UK government's household energy efficiency scheme.
  - Gas Natural Fenosa (Spain) offers energy efficiency advice.
  - RWE (Czech Republic) website offering energy advice won Internet Effectiveness Awards 2013.

Improving simplicity

- Suppliers seek to make life simple for customers.
  - SPP (Slovakia) has launched assistance services open 24 hours and 7 days a week and redesigned their bill.
  - Gas Natural Fenosa (Spain) offer special services to those with hearing and speaking impairments, including sign language in Spanish and Catalan.
  - All British energy suppliers have simplified the number and structure of their tariff offerings.

Improving protection...

- Suppliers seek to protect the most vulnerable
  - GDF SUEZ (France) finances €6 million for a *Solidarity Fund for Housing* which is managed by public authorities to deliver social policy.
  - British Gas has not disconnected any residential customer for debt for nearly 4 years.
  - British Gas Energy Trust, an independent charity, helps customers with energy debts, including providing financial assistance.

...improving empowerment

- Suppliers use technology to empower consumers
  - British Gas has installed more than 1 million smart meters and has introduced products such as “Hive”, allowing remote control of boilers.
  - Gas Natural Fenosa offers a smart-phone app which has received 10,000 downloads.

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