

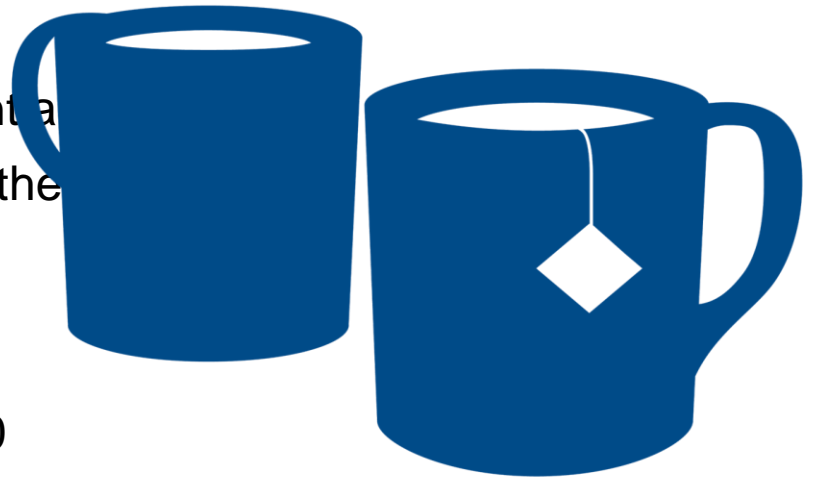
**An energy future that is  
affordable, accessible,  
safe & fair.**

**citizens  
advice**

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# Citizens Advice

- Statutory representative for energy consumers across Great Britain.
- Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.
- Network of nearly 400 independent advice centres from more than 3,500 locations in England and Wales.



# Introduction

*Energy services that are **affordable, accessible, safe and fair** for all.*

# Affordable

- The upfront costs of new technologies and services and the certainty of the energy savings.
- Use of subsidies and grants to support new technologies or energy efficiency - which offers best value?
- How subsidies, grants and other additional costs are paid for - on to energy bills or via general taxation?
- The distributional impact of additional costs of new technologies.

# Accessibility

- Greater use of data: how easy is it to access for different consumer groups with different personal circumstances?
- Information & advice: the energy services market is increasingly complex how do we ensure the right advice is getting to the right people?
- Ease of use: new systems need to be easy to get to grips with for consumers to ensure energy and cost saving potential is not lost.
- New business models: the energy services market itself needs to be accessible to new businesses that benefit the consumer.

# Safe

- New products has led to greater levels of doorstep selling - risks to consumers.
- Smart Meters - who has access to the data?
- Billing - How do we ensure people are not worse off as a result of new technologies and smart tariffs?
- Protections - in an increasly complex market how do we ensure that consumers are protected regardless of how they purchase and manage their energy? What new protections might be needed?

# Fair

- Smart Meters - need to consider not only ease of use of systems but ability to respond to new tariffs etc.
- Access to benefits of subsidies or grants - some systems have high upfront costs and difficulties of access to finance for certain groups needs to be considered.
- Advice and information for all - so in different formats including individual advice, face to face as well as telephone and online.

# Thank You

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