

# **Policies for energy provider delivery of energy efficiency**

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# The consumer journey



- **Trigger**

- **Advice**

- **Financing**

- **Installation**

- **Billing**

# The trigger – The EU policy context



- **Life events**

- **Distributional impact of measures**

- **Desirability versus affordability**

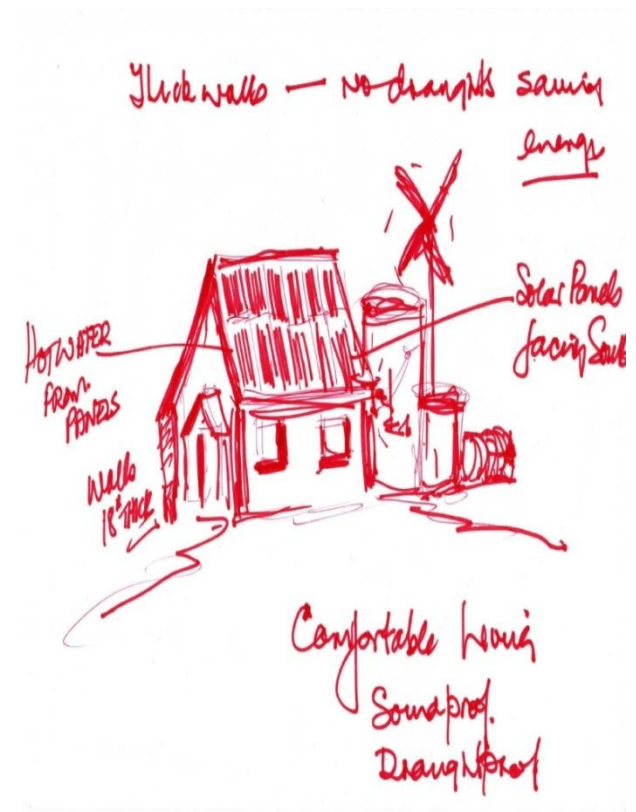
- **Policy co-ordination**

- **Consumer engagement programmes**

Barriers	%
1. Purchase cost	57%
2. Not got around to it	21%
3. Not sure it will save me money / too slow to pay back / energy saving is too small	21%
4. Lack of knowledge about how it works	15%
5. The hassle, or problems it could cause in my home	13%
6. Don't know where to look for information / where to get it done / where to find installer	11%
7. The time required for the entire process	7%
8. I live in a conservation area / my house is a listed building / needed planning permission / had lease restrictions	6%
9. My roof / walls / house not suitable	6%
10. Other	10%

# Advice

- Trusted advisors
- Impartial assessment tools
- Single point of contact
- Efficient & co-ordinated redress
- National strategies to include information





# Installation

- **Accreditation of providers**
- **Monitoring and enforcement of quality**
- **Transparent and audited measurement of outcomes**
- **Clear standards for a level playing field**
- **Fair access for all consumers**
- **Removal of barriers to market entry**



# Billing

- **A right to accurate bills**
- **Tariff transparency in a complex market**
- **Equitable cost burden and rewards for energy efficient behaviours**
- **No new barriers to freedom to switch energy providers**



**Thank you**

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