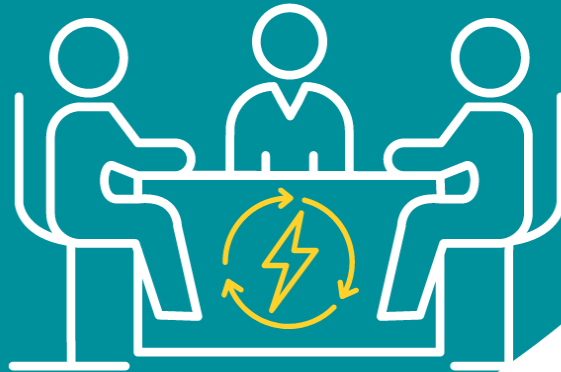


**28th August 2024**

**Citizens Advice Scotland Extra Help Unit  
& Citizens Advice Consumer Service**

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# **Domestic Supplier Liaison meeting**



**citizens  
advice**

**citizens  
advice  
scotland**

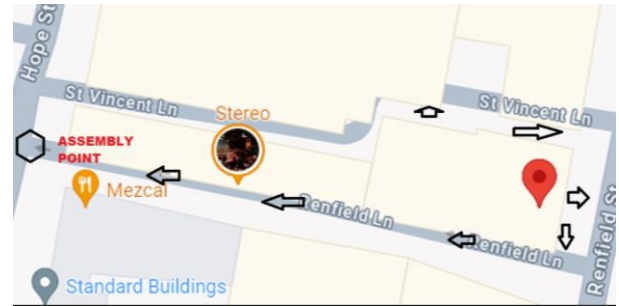
# Housekeeping

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- No scheduled fire alarm today, nearest exit/ assembly point
- Guest Wifi – CAS Guest, password – caswireless
- Break at 11:20
- Toilets



# Agenda

Time	Agenda item	Lead
10am – 10.10	<b>Introduction</b> <ul style="list-style-type: none"><li>• Actions from last meeting</li></ul>	Leanne Dullard Citizens Advice  Suzi Cassie, EHU Citizens Advice Scotland
10.10 – 10.30	<b>Consumer Service</b> <ul style="list-style-type: none"><li>• Operations update</li></ul>	Leanne Dullard, Citizens Advice
10.30 – 10.45	<b>Advice Direct Scotland</b> <ul style="list-style-type: none"><li>• Operations update</li></ul>	Brian Stewart Hazel Knowles, Advice Direct Scotland
10.45 – 11.20	<b>Extra Help Unit</b> <ul style="list-style-type: none"><li>• Operations update</li><li>• Trends and concerns from Q1</li></ul>	Natasha Gilmour Angus McMillan George Holmes, EHU Citizens Advice Scotland



Time	Agenda item	Lead
11.20 – 11.30	<b>BREAK</b>	
11.30 – 11.50	<b>Spotlight discussion</b> <ul style="list-style-type: none"> <li>Introduction to the ISO Inclusive Service Kitemark</li> </ul>	Julie Walker and Jo Howcroft, BSI Group
11.50 – 12.05	<b>Citizens Advice Energy Policy Team</b> <ul style="list-style-type: none"> <li>Energy policy update</li> </ul>	Will Johnstone, Citizens Advice
12.05 – 12.20	<b>Citizens Advice Scotland</b> <ul style="list-style-type: none"> <li>Impact Team update</li> </ul>	Matthew Lee, Citizens Advice Scotland
12.20 – 12.30	<b>AOB</b> <ul style="list-style-type: none"> <li>Next meeting dates</li> </ul> <b>Close</b>	Leeanne Dullard, Citizens Advice Scotland



# Domestic Supplier Liaison

August 2024



Citizens Advice

## What we've been working on

- Code of the month - focusing on BE20 Disputed bill, customer not responsible & BE29 Inaccurate bill or inaccurate estimated bill. Centres review the quality of the calls and that the correct codes have been used for cases
- Working with the EHU who provided training sessions for our advisers. Thank you to George & the EHU for their time on this!
- Looking to do Ombudsman training sessions for advisers in the near future
- Thanks to suppliers and partners for all your help on the systems protocol and referral research. It's been invaluable to get feedback from everyone involved.

# Consumer service systems project

This project will deliver replacement systems for both our consumer service advisers and partners that access our data either through referrals or our reporting portal.

We anticipate the launch for the new systems will be in November 2024. The actual date will be confirmed soon

We will begin testing our referral functionality with partners in the coming weeks. There will be a requirement to log in to a new portal to retrieve referrals, guidance will be provided on how to do this but we do not envisage any disruption to referrals being received

## Performance - Quarter 1



**23%**

Reduction in total demand when compared to Q1 23/24



**44%**

Reduction in demand for the priority line compared to Q1 23/24



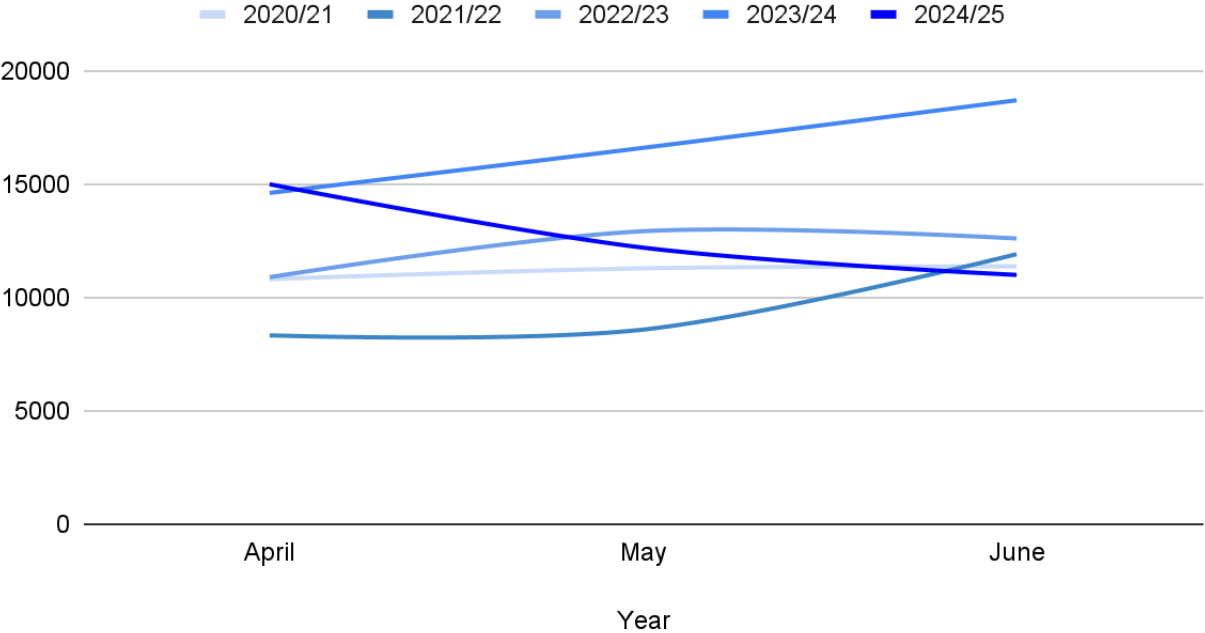
**92%**

Clients were satisfied or very satisfied with the consumer service



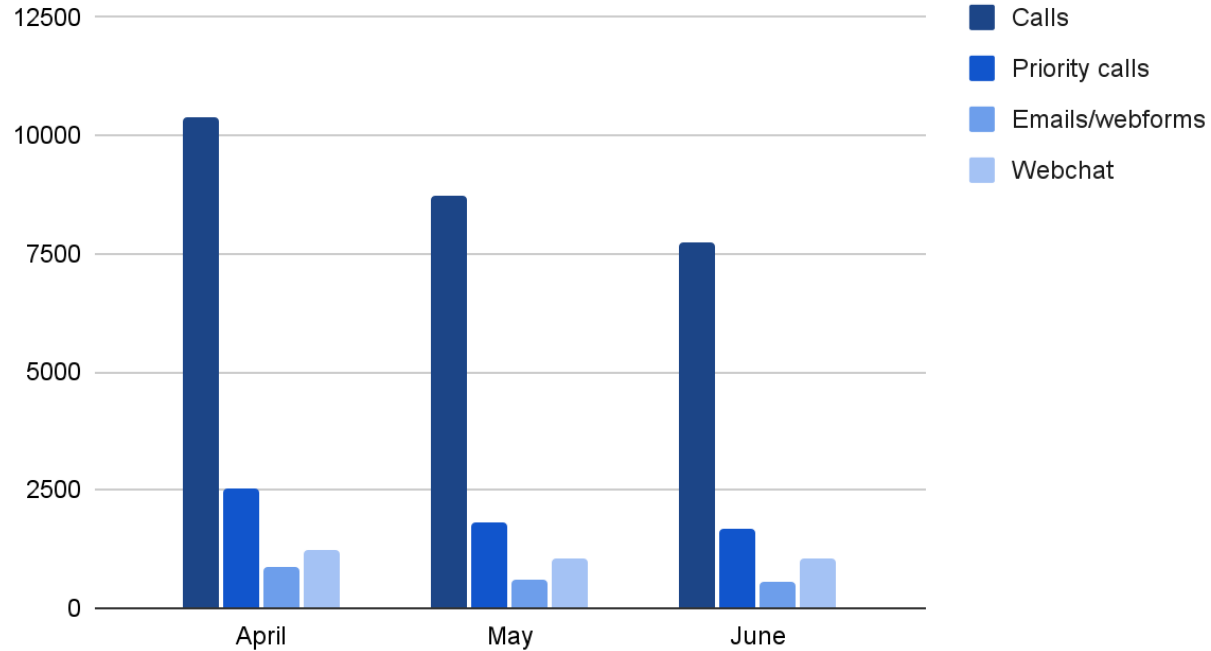
# Contact volumes comparison Q1 2020/21 to 2024/25

Quarter 1 yearly comparison



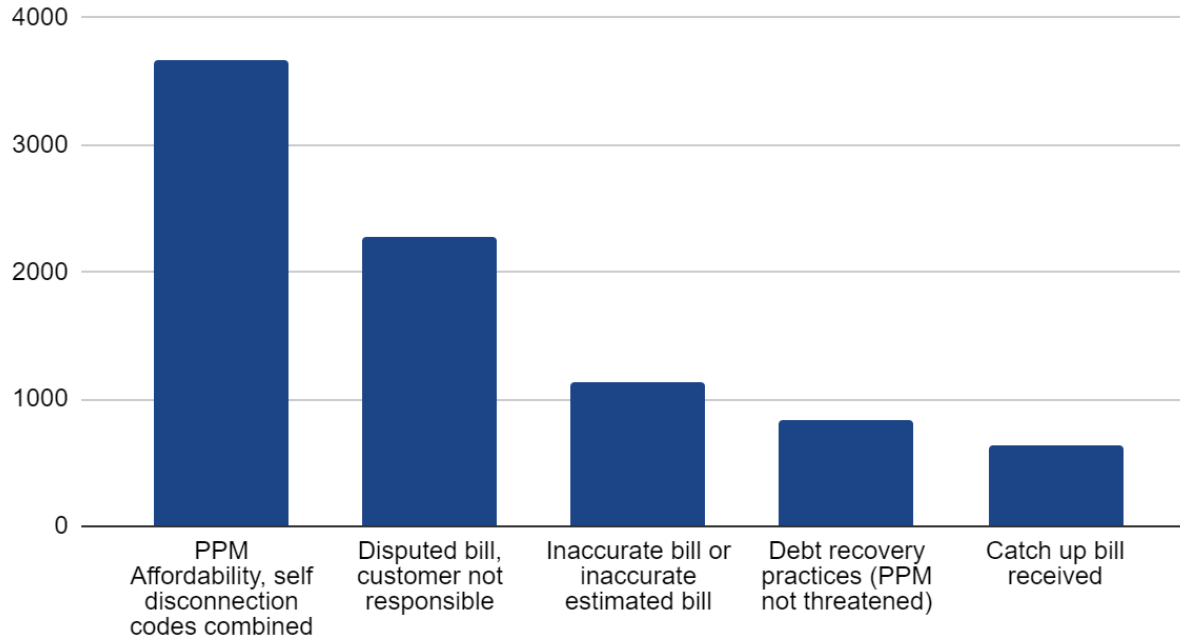
# Quarter 1 contacts answered by channel

Contacts answered by channel



# Trends quarter 1 2024/25

Quarter 1 trends (England & Wales)



# Quarter 1 Trends split by nation

England	
PPM self disconnection (Affordability)	2912
Disputed bill, customer not responsible	2150
Inaccurate bill or inaccurate estimated bill	1078
Debt recovery practices (PPM not threatened)	779
Catch up bill received	601
Direct debit issues	518
Meter accuracy	463
Final account reconciliation	459
Unsuitable payment scheme/payment method	440
PPM affordability self disconnection unable to credit meter	418

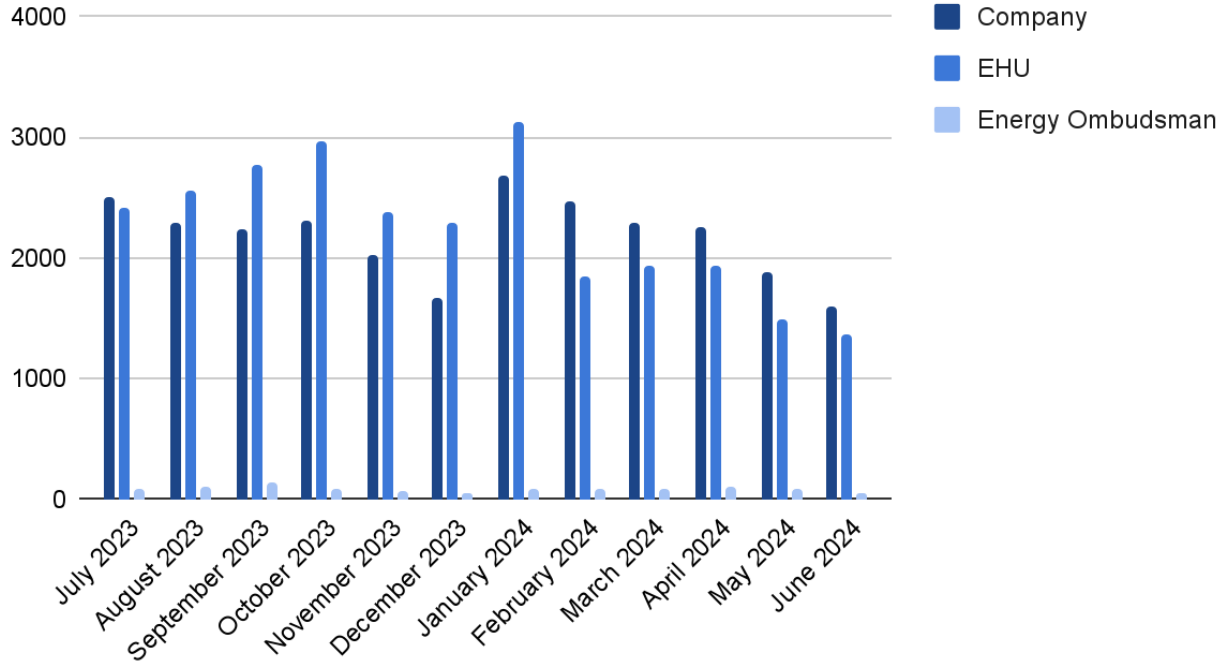
Wales	
PPM self disconnection (Affordability)	180
Disputed bill, customer not responsible	91
Inaccurate bill or inaccurate estimated bill	42
Debt recovery practices (PPM not threatened)	33
Unable to Credit Meter (Technical Issue)	29
Direct debit issues	28
Meter accuracy	27
Catch up bill received	23
PPM affordability self disconnection unable to credit meter	22
Price/tariff information	21

# Signposted cases

Signposted to	Total signposts
Citizens Advice local office	8,493
Energy Ombudsman	1,028
National Debtline	883
Ofgem	431
Shelter	226
Fuel Voucher Signpost	150

# Referral proportions July 2023 - June 2024

Referral volume by partner



Presented by: **Leanne Dullard**  
Date: **28 August 2024**

citizens  
advice



# ADVICE DIRECT SCOTLAND DOMESTIC SUPPLIER LIAISON QUARTER 1 2024/25

Brian Stewart  
Operations Manager

Hazel Knowles  
Senior Project Lead



energy  
advice  
.scot





# Key Points from Q1

## **Self-Disconnection**

Substantial 202% decrease in self-disconnection cases since the previous quarter.

## **Use of New Codes**

The introduction of new codes, particularly those relating to complex meters have given us more insight into the specific issues customers are facing.

## **Continued Focus on Vulnerability**

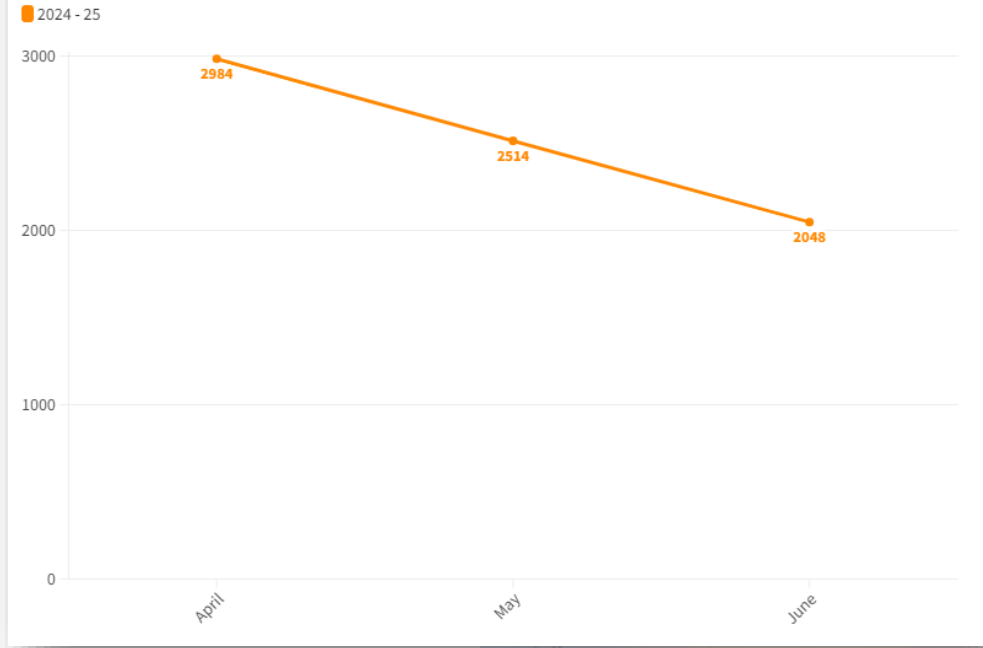
Advisors have gone through a series of training on vulnerability. We are using our advisor's knowledge alongside insight software to identify vulnerable customers.





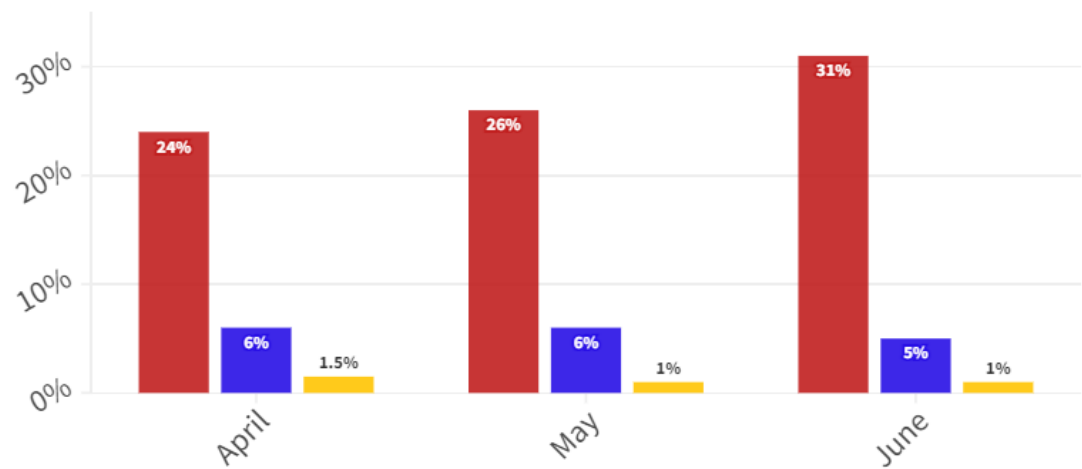
energy  
advice  
.scot

### Enquiry Volume 2024

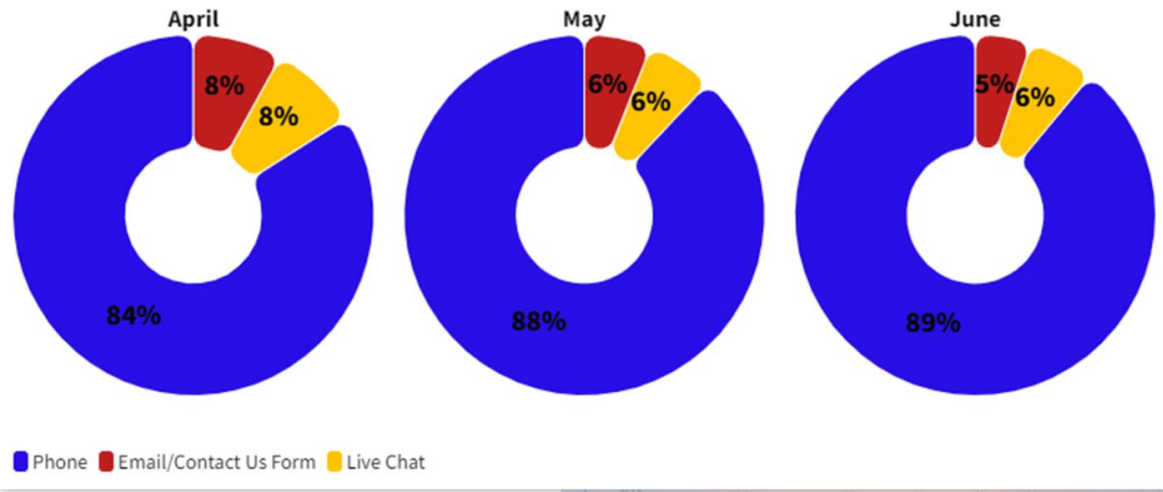


### Referrals by Type Q1 2023/24

■ Company ■ EHU ■ EO

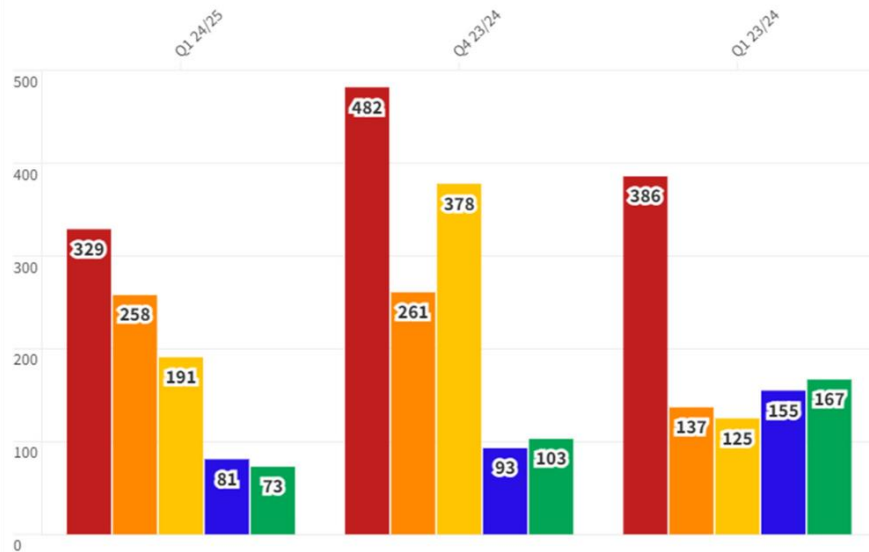


### Contact Type by Month



### Top 5 Codes by Quarter 2023/2024

Meter Reading/Data Collection ■ Self Disconnection ■ Pricing Information ■ Disputed bill, Customer not Responsible ■ Supply Point Information ■



# Operational Areas of Focus for Q2



## Billing

### **Billing**

As billing issues continue to be the most common reason for calls, we are focusing on supplier understanding of issues behind billing worries. This will fit well with Ofgem's investigation into billing.

## Vulnerability

### **Vulnerability**

As mentioned, vulnerability has been a continued focus. We are continuing to use technology to assist in the identification and support of vulnerable customers, to further improve customer outcomes.



TOTAL CALLS IN THIS TIME PERIOD

12,723

CALLS FLAGGED BY INSIGHT

1,033

< Previous Page

1 2 3 4 5 6 Last Page

<input type="checkbox"/> Play call	Time	Name	Call Summarization	Number	Primary Call Wrap-Up
<input type="checkbox"/>	4 Jun 2024, 13:02:36	[REDACTED]	Multiple customers are experiencing issues with their electricity bills, including lost spots and unsuccessful attempts to get their electricity meter... <a href="#">read more</a>	2033	Default
<input type="checkbox"/>	4 Jun 2024, 13:02:07	[REDACTED]	The customer is calling about a car repair and discusses their past experiences with BMW. They express anxiety and stress due to previous car issues a... <a href="#">read more</a>	2040	Default
<input type="checkbox"/>	4 Jun 2024, 12:50:01	[REDACTED]	The customer calls advice dot school to inquire about a family member's missing phone number. The agent takes down the necessary details and provides ... <a href="#">read more</a>	2051	Default
<input type="checkbox"/>	4 Jun 2024, 12:43:31	[REDACTED]	[REDACTED] seeking a refund for work done on a boiler, including a previous request for a quote and payment made through a debit card. Th	5038	Default



<p>A customer named ██████ calls to inquire about a missing hot plate she ordered online. She explains that she paid for it online but hasn't received ... <a href="#">read more</a></p>	5017	Default	3.3	Low No Income (2) <span>...</span> Customer Requests Es... (1)	<input type="checkbox"/>
<p>██████ a customer, is on sick leave and unable to pay bills, and is looking for legal aid to help with their financial situation. They need to pay b... <a href="#">read more</a></p>	2010	Default	3.3	Low No Income (5) Homelessness (3)	<input type="checkbox"/>
<p>The speaker expresses their desire to receive support for their mental health issues, struggles with drugs and family members, and struggles with ther... <a href="#">read more</a></p>	2051	Default	0.0	Customer Requests Es... (2) <span>...</span> At Disadvantage (1) At Risk (1) Homelessness (1)	<input type="checkbox"/>
<p>██████ calls a service to inquire about her daughter's mental health problems and potential housing options. The representative explains that universal... <a href="#">read more</a></p>	5011	Default	3.0	Homelessness (3) <span>...</span> At Risk (1) Mental Health Patien... (1)	<input type="checkbox"/>
<p>A representative from an employment advice company calls a customer who had previously called for help regarding a dispute related to an incident at w... <a href="#">read more</a></p>	2051	Default	0.0	At Risk (2) <span>...</span> Victims Of Abuse Or ... (2) At Disadvantage (1)	<input type="checkbox"/>
<p>A customer named ██████ calls an advice website to complain about ongoing bills for her electricity bill. She had previously complained about a bill for... <a href="#">read more</a></p>	2033	Default	3.0	At Risk (1)	<input type="checkbox"/>



# Case Study



**Elaine called us worried because she received a bill stating she was £200 in debt.  
Elaine pays £45 every fortnight at the post office and is not normally in arrears  
Elaine lives with her husband and they both get state pension.**

**Our agent had a long conversation with Elaine who was initially only concerned about the debt, after asking if her usage had changed, it became clear she was using more heating due to her husband suffering from prostate and lung cancer and requiring a warm home.**

**Although our agent identified the vulnerability, our insight software also caught it due to the words 'terminal' and 'cancer'.**

**Elaine was advised on speaking to her supplier to be listed on the priority services register and requesting an affordable payment plan. She was then referred onto the EHU for further support.**

**Elaine also received a call back from our welfare team who advised her of additional support she would be able to claim based on her husband's diagnosis. They are currently awaiting a decision on Attendance Allowance and Pension Credit.**

# ISO 22458

We transitioned to the new standard in two stages. These stages were completed in November 2023 and February 2024.

We introduced further measures to support vulnerable customers such as:

- Appointment of a Vulnerability Champion
- Research, mapping , and creation of a community profile to understand customers vulnerabilities
- Enhanced training
- Use of technology solutions such as insight to enhance identification of vulnerable customers



# Gas Standing Charge Campaign

## Policy Update

Throughout the summer months we have been running a campaign to make customers aware of the issue with gas standing charge build up.

We will continue the campaign until the end of September.

The campaign the campaign was supported by **26** community organisations across Scotland



## **Scottish Government Ministerial Roundtable on Energy Consumers**

The meeting will focus on the RTS switch off, social tariffs and standing charges

### **Focus on Microbusiness Customers**

As 98.2 % of Businesses in Scotland are small, we expect to see an increase in calls from microbusiness customers and have had a focus on training the team and improving engagement with non-domestic suppliers.

### **Ofgem and Ofwat Vulnerability Summit**

Andrew Bartlett will speak during the summit on transforming the industry culture on vulnerability



**Thank You**



energy  
advice  
.scot



The help I  
received from  
EHU was like  
meeting a long  
lost friend who  
actually cares

Extra  
Help  
Unit



# Supplier Liaison Update

28<sup>th</sup> August 2024

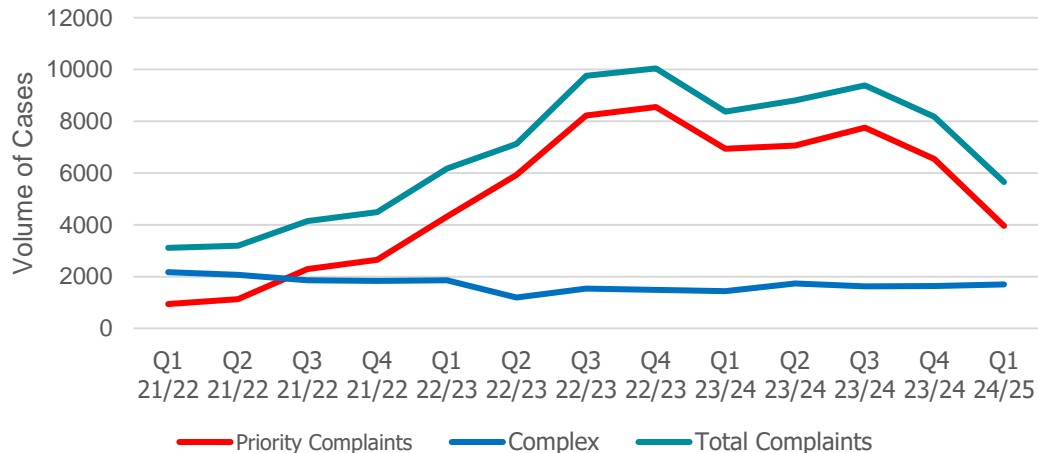
Natasha Gilmour, Angus McMillan,  
George Holmes



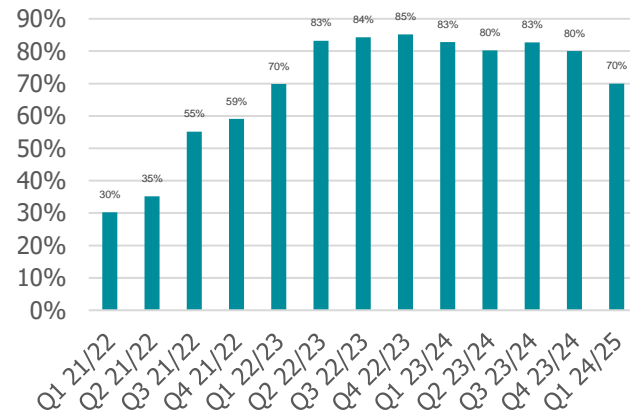
1. KM796819  
2. BS ISO 22458

# Casework Volumes Q1 24/25

## Demand Changes - complaints



## % of complaints classed as priority



**Complaints (All)**  
5658  
down 31%



**Priority complaints**  
3956  
down 39%



**Complex Complaints**  
1702  
up by 4%



**Enquiries**  
532  
down by 43%



**Self Disconnection Cases**  
3397  
down by 42%



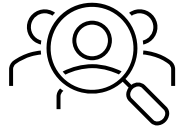
**Ask the Adviser**  
204  
down by 29%



**Telephone Calls**  
14133  
(98% of calls)  
down by 24%



**95% of cases domestic**



## KPIs 24/25

EHU Performance 24/25	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
85% of domestic consumers surveyed satisfied or very satisfied with overall quality of service	93%			
80% of domestic consumers surveyed satisfied with outcome achieved	86%			
90% of cases checked meeting required quality standards	96%			
95% of domestic complaints resolved with a positive outcome*/ change	97%			
95% of priority complaints raised with supplier within 48 hours of being received	97%			
90% of complex complaints raised with supplier within 15 days of being received	94%			
80% of domestic complaints resolved within 85 days	88%			
75% of domestic priority complaints resolved within 28 days	92%			

Extra  
Help  
Unit



"The gentleman was an absolute legend. He was caring and understanding. The moment he got involved things got sorted. He made me feel like I was human."

*Accent Research Q1 2024*



# Accent Customer Research

cases closed March, April, May 2024

## Customer Satisfaction Research



91% felt happy with the referral process



92% felt happy with the length of time to resolve case



87% felt they were kept informed



85% felt the EHU helped them find a way forward



65% felt their mental health improved after EHU support

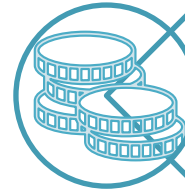


79% felt less stressed after EHU support



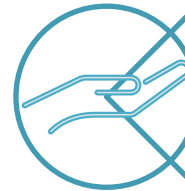
76% felt less alone after EHU support

# Outcomes Q1 24/25



**Financial redress**

£1,692,478



**Fuel Bank Foundation Partnership**

27 fuel vouchers totalling £894



"At last someone listened. I felt supported. I wish I'd not waited as long to get help. I felt completely overwhelmed and that no one was listening until I was put in touch with the Extra Help Unit.

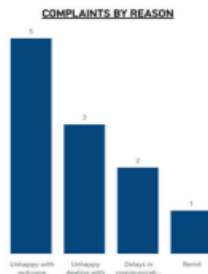
It was such a relief."

*Accent Report Q1 2024-2025*

# Operational Support & Challenges

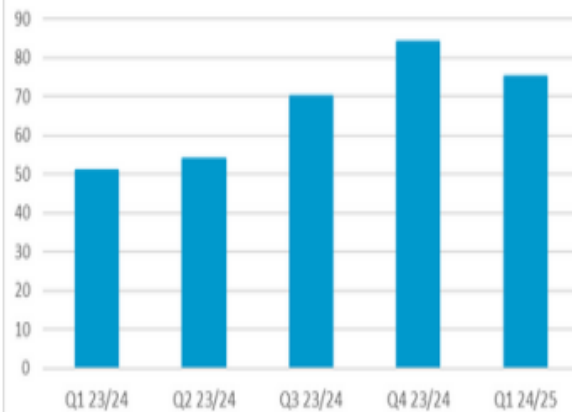
*"I have mental health problems which means that I don't cope with life and problems as well as others.."*  
*Accent Research Q1 2024*

## Complaints made against EHU



Complaints against the EHU are reviewed quarterly to identify any learnings or gaps in process and training. 45% of complaints were linked to outcome achieved.

## Safeguarding Concerns Logged



## % of cases referred to agencies



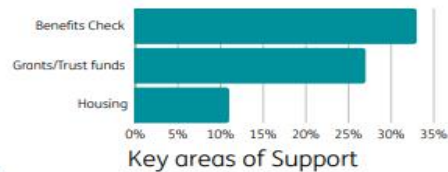
# Extra Help Unit



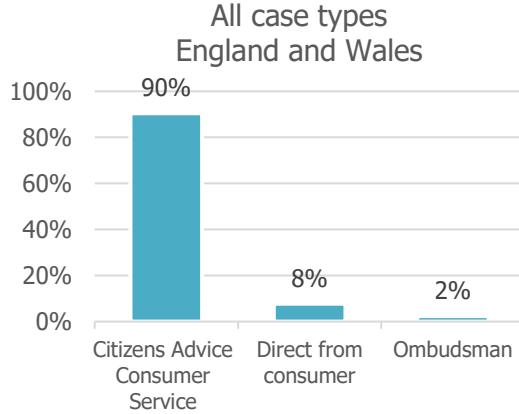
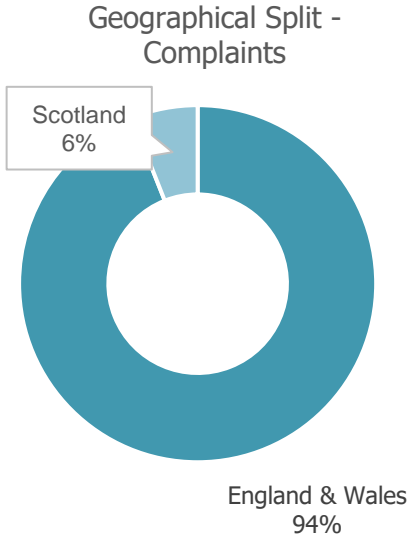
£17,239 achieved in  
financial/potential  
financial gain



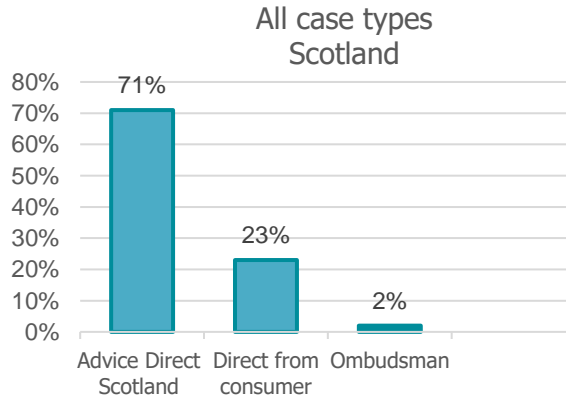
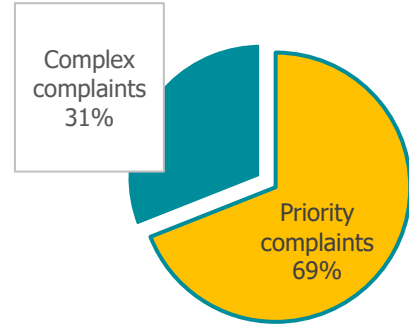
70 cases handled,  
down by 33% against  
Q4.



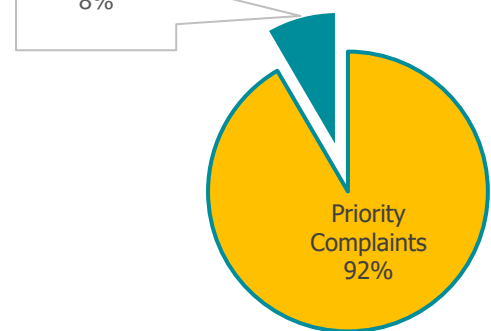
# Referral Partners – Across the nations



### Composition of complaints England & Wales



### Composition of complaints Scotland



## Successes

- › **Finalist - Energy Champion of the Year Group Achievement**

## Resources

- › 2 secondees Ovo and British Gas
- › Recruiting 4 Caseworkers

## Training

- › Development Session spotlight on advocacy - in house
- › Developing Helplines Skills - Helplines Partnership
- › Meter regulations - Office for Product Safety & Standards
- › Excel training - Paul Brown Training Ltd

## Working in Partnership



Energy & Water  
Ombudsman NSW

Free, fair and independent

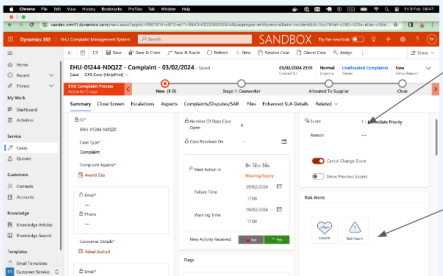


Extra  
Help  
Unit



# Development of Services - HelpFirst & Portal

## HelpFirst features



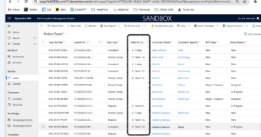
**Score**


- S - safeguarding
- P1 - priority 1
- P2 - priority 2
- U - urgent
- C - complaint

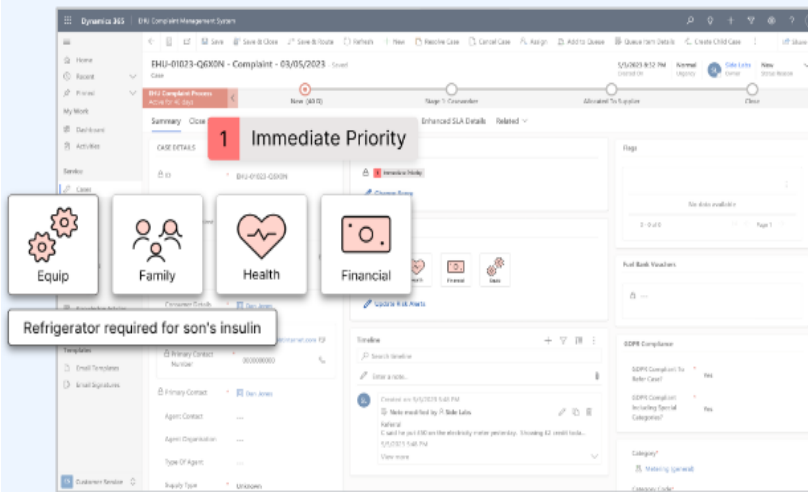
**Risk Alerts**

Health Self-harm

HelpFirst Score is also viewable in some case lists







**1 Immediate Priority**

Equip Family Health Financial

Refrigerator required for son's insulin

Extra  
Help  
Unit



EHU Portal Update



## Referral Trends Q1 2024/25

Top 8 category codes Q1 (Apr – Jun)	England	Scotland	Wales	GB Total Q1	% change from Q4 23/24
PPM Self Disconnection /Affordability	2,974	278	158	3,410	Down 41%
Disputes bill, customer not responsible	265	11	18	294	Up 4%
Unable to Credit Meter PPM (Technical Fault)	213	28	15	256	Down 24%
Inaccurate bill or inaccurate estimated bill	138	5	9	152	Up 1%
Supply point administration query (MPRN/MPR/MPAS)	117	1	4	122	Up 28%
Unaffordable payment plan offered	92	5	4	101	Up 7%
Debt Recovery Practices (PPM Not Threatened)	81	0	2	83	Down 19%
Meter provision or exchange	64	2	3	69	Down 36%

### Key year on year changes:



85% increase in 'Disputes bill, customer not responsible' cases compared to Q1 2023/24 when 159 cases were logged.



16% decrease in self-disconnection cases compared to Q1 2023/24 when 6,977 cases were logged.

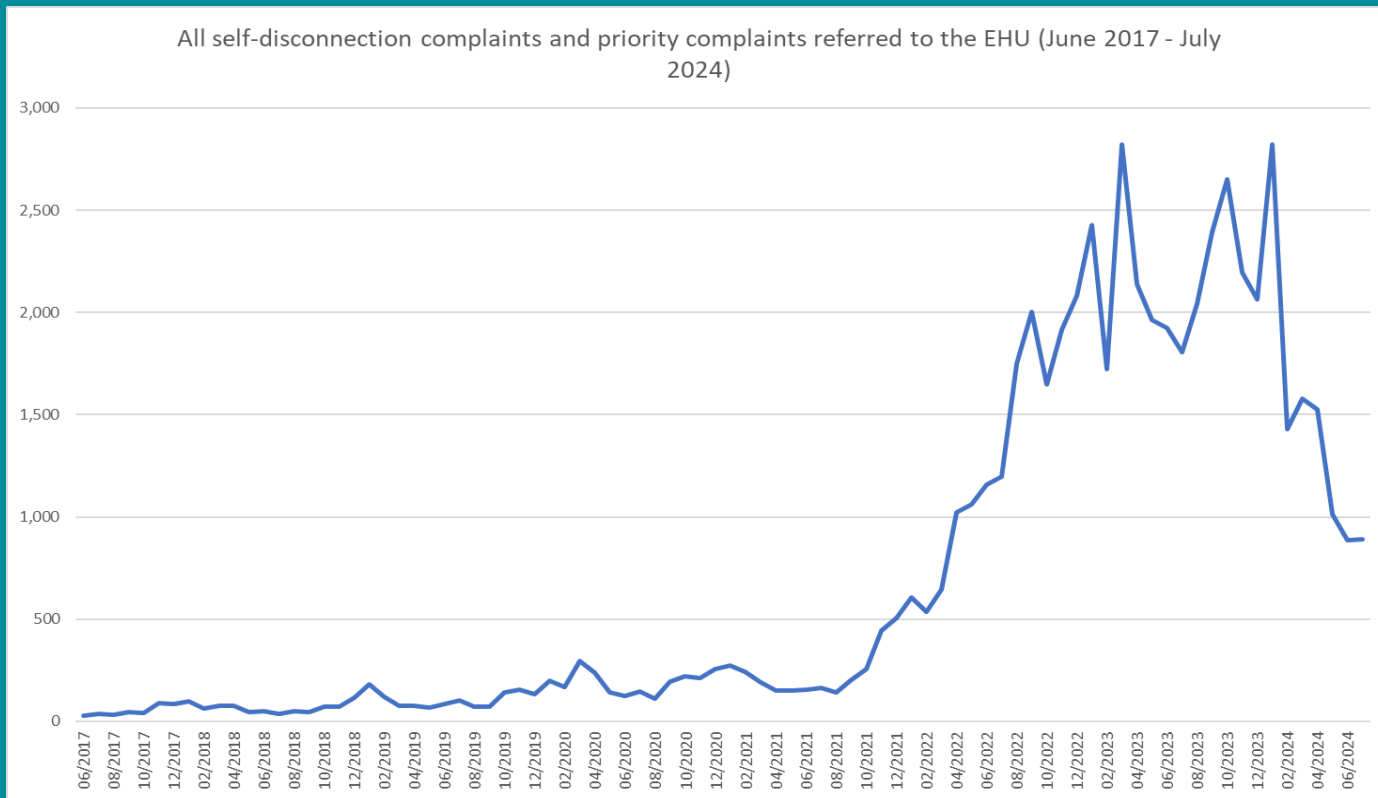




# Affordability crisis: Changing volumes of self-disconnection cases

What will be the impact of return to winter weather and October price increase?

All self-disconnection complaints and priority complaints referred to the EHU (June 2017 - July 2024)



Extra  
Help  
Unit







# Cross sector analysis

---

- 1st sample of cross sector analysis completed, and analysis from next quarter underway
- Broadened the range of subject areas our analysis covered
- No major surprises, but certain trends underlined and useful comparisons between suppliers identified in some areas
- Broadly positive feedback from suppliers on data packs and analysis shared
- Fed into Tripartite reporting to Ofgem – showing more rather than telling
- Further improvements and evolution to follow



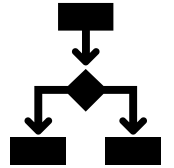
# Key take aways from analysis

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- Sudden reduction in self-disconnection volumes in February and March, allied to a change in tone, reduction in resistance and other support options becoming available at several suppliers
- Too many cases when backbilling is not being automatically identified by systems and teams at suppliers – both prior to EHU involvement and even in the middle of EHU cases
- Debt follow up and customer support for consumers with affordability concerns widely different across suppliers
- Multiple cases involving consumers raising complaints about their legacy meter being replaced by a smart meter
- Erroneous Transfer cases show that often one or both of the suppliers involved has refused to take action to resolve

# Working Together

- Detail in responses, and verifying balances
- Appropriate use of deadlock
- Planning for bank holiday's during festive season



# Questions?

Extra  
Help  
Unit



1. KM796819  
2. BS ISO 22458

Extra  
Help  
Unit



# Break

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11.20am – 11.30am



# Inclusive Service Kitemark



Julie Walker & Jo Howcroft  
August 2024



# About BSI



By Royal Charter

- BSI's Royal Charter was granted in 1929 and is 'in perpetuity'
- Established in 1901, BSI is the UK's National Standards Body and was the world's first
- We are non-profit distributing – 100% of profits are reinvested in BSI
- We work for the public good to improve, standardise and simplify business systems
- We are independent of outside influence (no shareholders)
- We are a purpose driven business focused on Organisational Resilience



# About the Kitemark

- Keeping people safe for 120 years
- Unique to BSI
- High business confidence (78%)
- High consumer confidence (70%)
- Unparalleled mark of quality, safety & trust
- UK Superbrand & one of the worlds earliest trademarks still in use
- Robust certification process
- Integrity at its heart







Organizational  
commitment  
Principles &  
strategy



Inclusive  
design



Resources  
To support  
service delivery



Identifying  
Vulnerable  
consumers



Responding to  
Vulnerable  
consumers



Monitoring  
Evaluation &  
Improvement

Areas to be tested	Requirements
Competence	Training Protection of staff welfare
Vulnerable consumer - contact	Clear and easy to understand information Ease of access to make a complaint
Customer Feedback & complaint resolution	Compliance with regulatory or internal complaints handling processes
Accessibility	WCAG 2.2 guidelines (working towards AA standard) Quick and easy access to services to support customers in vulnerable situations
Payment & account control	Ensuring flexible payment options are available. Any debts sold on or have outsourced collection, the organizations used have some form of vulnerability training
Management Information	Monitoring, recording and evaluating data from across the organization and from external customers and stakeholders. Use of data to measure outcomes Use of data to continually improve

Kitemark test measures are sector specific - tailored specifically to demonstrate best practice across the UK Regulators

# BS ISO 22458:2022 BSI Kitemark for Inclusive Service - Benefits



INCREASED  
ACCESSIBILITY



STRENGTHEN  
SKILLS



BRAND  
PROTECTION AND  
TRUST



COMPLIANCE

● Inclusive Service Kitemark™ - Certified

A further 10 clients in application status (as of August 2024)



# Certification Process





# Questions



# Energy Team Update



Supplier Liaison Meeting  
28th August 2024

# Contents

1. Publications, blogs and consultation responses
2. Team updates
  - Energy Retail Markets
  - Net Zero Homes
  - Energy Network and Systems



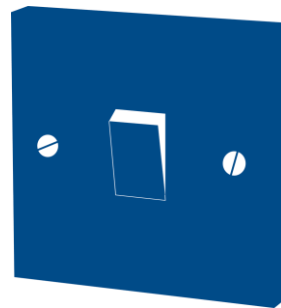
# Recent publications

[Fixing the foundations: The need for better targeted support for energy consumers](#)

[Get Smarter: Ensuring people benefit from Smart Meters](#)

[Citizens Advice consumer advice and advocacy annual report 2023-24](#)

[Through the roof: rising rents, disrepair, and evictions](#)



# Recent Blogs

- [Laying the right foundation: why targeted bill support is essential for the next phase of the net zero transition](#)
- [AI and Energy: What does the future hold?](#)
- [The energy affordability crisis is far from over](#)
- [Complaints figures drive customer service in energy market to new lows](#)
- [What's next for the smart meter rollout?](#)

# Consultation Responses

- We responded to [Ofgem's call for input on the future of domestic price protection](#), to [Ofgem's call for input on affordability in the domestic retail market](#), and [Ofgem's statutory consultation on the future of the ban on acquisition-only tariffs \('BAT'\)](#).
- We responded to [Ofgem's consultation on Supplier GSOP Payments Inflation Uplift](#), the [government's consultation package on new standards for energy smart appliances and load control organisations](#), and the [Ofgem consultation regarding the price cap operating cost allowance review](#).
- We responded to [government consultation regarding the energy price cap operating cost allowance review](#), to [government consultation regarding the Review of Electricity Market Arrangements \(REMA\)](#), and published a [Public Letter urging Ofgem to reconsider their proposal to remove the ban on acquisition only tariffs \('BAT'\)](#).

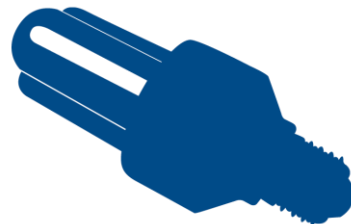
# Energy Retail Markets Team: updates

## Current policy/advocacy work

- In August, we published a report ([Fixing the Foundations](#)) calling for better targeted bill support for energy consumers, through reforming the Warm Homes Discount. We also published a [blog](#) highlighting the need for support in June.
- We published a [blog](#) about the smart meter rollout, where we set out what the Government and suppliers need to do to ensure the smart meter rollout delivers on its promise.
- In June, we published our latest [Star Rating](#), accompanied by a [blog](#) and [historic star rating data](#) going back to 2017. These showed customer service ratings across the industry are among the lowest ever, driven by high numbers of complaints.

## Coming soon

- A report on the debt protection gap in the non-domestic retail market
- A blog on the increase in billing issues



# Net Zero Homes: updates



## Current policy/advocacy work

- We worked with colleagues in Housing to produce [Through the roof](#), a report outlining the poor living standards and high costs of living in the private rented sector. This report continued our call for higher energy efficiency standards in the sector as a means to reduce costs for tenants while providing a better standard of living.

## Coming soon

- Report on consumer experiences of redress under Government energy efficiency schemes
- Blog on the need for energy flexibility services to serve all consumers and for protections for TPIs to be implemented swiftly now the consultation has closed
- Report on the attitudes of landlords to energy efficiency improvements and the support that could be provided to improve delivery of measures
- Report on the new consumer protection regime needed for net zero measures such as insulation and low carbon heating

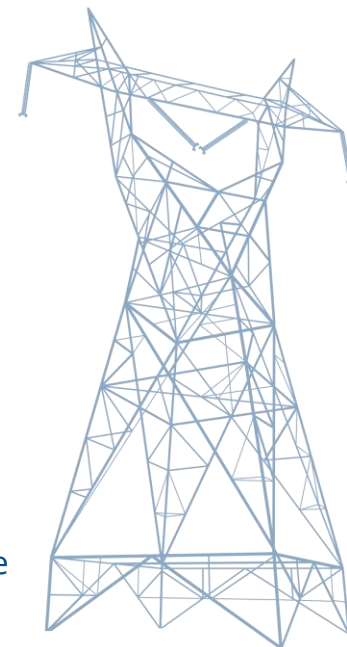
# Energy Networks & Systems Team: updates

## Current policy/advocacy work

- Stage 1 is being finalised of our work whether consumers are getting value from £100s millions of energy network innovation funding
- Engaging with Ofgem in the development of the RIIO-3 price controls for electricity transmission and gas networks to ensure they deliver for consumers
- The work continues to develop a strategic partnership with the National Energy System Operator to ensure consumer interests are central to the energy transition and their key role in it

## Coming soon

- Publications following research on whether current price controls (RIIO-2) are delivering value for money for consumers and recommendations for improvement
- Publication of research into ensuring Community Benefits for hosting energy infrastructure represent the right balance for consumers and those affected



# Policy update: CAS Social Justice Team

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Dr Matthew Lee  
Senior Policy Officer (Energy)

# Data Insights

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- > Demand for energy advice is now entrenched and enduring
- > Jan 2021: 10% of clients sought energy advice. Jan 2024: 16% of clients sought energy advice. **59% increase.**
- > 2023-24: 101,000 pieces of energy advice provided
- > Q1 2024-25: 99% YOY increase in advice given on PPM discretionary credit; 14% YOY increase in fuel voucher advice





# Cross-advice Data

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- > Worries about energy intersect with other issues
- > Advice in relation to relation to utilities, including energy, was more likely to be given as the sole advice type (65%) than to be given with other types of advice (35%)
- > Where other advice given on generic topics: 55% of occasions other advice related to benefits; 1 in 5 of occasions related to debt
- > Where other advice given on specific issues: 37% of occasions related to foodbanks
- > 1 in 12 clients receiving utilities advice got info on Crisis Grants



# Affordability and Social Tariff

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- > Energy bills remain too high for too many people
- > 2023-24: 24,424 pieces of advice on fuel vouchers (23% increase on 2022-23)
- > High energy bills have detrimental impacts on people's lives
- > CAS supports a social tariff aimed at people living on low incomes



# Energy Debt

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- > £6.4 million in energy-related debt from over 2700 clients. Debt amount increased by 28%; number of clients increased 10% on 2022-23
- > Average energy debt is £2,600. Rural energy debt is over £3,000
- > Energy debt compounds harms that people in vulnerable situations face
- > A range of debt reduction measures required: payment matching and outright forgiveness



# Standing Charges

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- > Standing charges add to the cost of energy consumption, sometimes in unfair ways.
- > CAS supports standing charge reform.
- > Important to protect households that would lose out from a shift to unit rates
- > Tariffs targeted at people who would benefit.  
Potential benefits/pitfalls of rising block tariffs?



# Radio Teleswitching

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- > Approx. 250,000 RTS households in Scotland
- > RTS is generating concern in Scotland's rural communities
- > Are we ready for what comes next?
- > Rural households report ongoing problems with smart meters



# Heat in Buildings

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- > CAS hopeful this legislation will be included in Programme for Government
- > Potentially significant legislation but not much public awareness
- > Prohibition of polluting heating systems after 2045
- > Property purchasers to meet minimum energy standards by 2033; PRS landlords by 2028
- > Development of heat networks



**[www.cas.org.uk](http://www.cas.org.uk)**

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Produced by Citizens Advice Scotland [DATE]  
Scottish charity SCO 16637 and company limited by guarantee 89892

# Any other business?

Extra  
Help  
Unit



Provisional dates for future meetings:

20<sup>th</sup> November 2024

12<sup>th</sup> February 2025

14<sup>th</sup> May 2025





# Close

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Thank you everyone!

Extra  
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