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Dear Jamie,

Responding to the Citizens Advice Scotland (CAS) Energy Advocacy Work Plan for 2020/21

We welcome the opportunity to comment on CAS's 2020/21 Energy Advocacy work plan. This response was prepared by Citizens Advice and is non-confidential.

Representing consumers in the development of the Energy Networks in Scotland

Citizens Advice supports CAS's focus on advocacy relating to the monopoly energy network companies in Scotland. It is, as CAS notes, a rapidly changing environment due to technological changes and the drive to achieve net-zero. These changes have potentially substantial impacts on consumers in terms of cost and service delivery. We agree with CAS's proposals to undertake advocacy to ensure Scottish consumers are appropriately represented in this complex field, especially within the forthcoming RII0-ED2 price control process. We welcome the opportunity to continue to work closely with CAS to ensure that the views of consumers, particularly those with vulnerabilities, are strongly represented.

Improving outcomes for consumers with 'Restricted Electricity Meters'

This work is timely given the ongoing challenges to the provision of replacements for restricted meters in Scotland and across Great Britain. It is essential that suppliers proactively take steps to support these consumers and that specific provisions are in place for them when they are moved on to smart meters. We are keen to work with CAS as this is being developed.

Small and Medium Enterprises (SMEs) in the energy market in Scotland

Last year we published [Closing the Protection Gap](#), an overview of the issues we see in the GB energy market for microbusiness consumers that we're keen for Ofgem to tackle as part of its microbusiness strategic review.

Citizens Advice supports the foundational research being undertaken by CAS to investigate the levels of detriment for SMEs in Scotland, both currently and in the future energy market. We are keen to understand how this compares to the areas of detriment we see, and how this will relate to the wider industry goals around net zero.

Big Energy Saving Week

Citizens Advice is keen to learn from the CAS 2020 campaign as we plan the England and Wales Campaign for 2021. We will also be able to share our campaign learnings which may help inform CAS's approach for 2021.

We look forward to continuing to work together to represent energy consumers across Great Britain in the coming year, particularly in areas where our priorities align. Please do get in touch if you wish to arrange a follow-up conversation about the contents of this letter.

Yours sincerely,

Dhara Vyas

Head of Future Energy Services

Patron HRH The Princess Royal Chief Executive Dame Gillian Guy

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