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15 March 2020

Dear Energy Consumers Commission,

We are writing in response to your consultation on the Energy Consumers Commission 2021/2022 Project Plan.

We welcome the opportunity to respond to this consultation. Citizens Advice has statutory responsibilities to represent the interests of energy consumers across Great Britain, and we have received annual funding from the Scottish Government since 2017/18 to ensure our advocacy work reflects the interests of Scottish consumers in Great Britain-wide decision making. This response is entirely non-confidential and may be published on your website. If you would like to discuss any matter raised in more detail please do not hesitate to get in contact.

Citizens Advice has engaged closely with the Energy Consumers Commission secretariat and Citizens Advice Scotland in the development of its 2021/2022 Project Plan and of our own consumer work plan for 2021/22 which we consulted on earlier this year.¹

As we set out in our response to the consultation on the Scottish Energy Consumers Commission Draft Work Plan 2020/21², we support the key themes of focus identified in the consultation, Energy Debt, Best Practice and Customer Service, Improving Outcomes for Vulnerable Consumers, and Engagement with Decarbonisation and believe that they will help to improve outcomes for consumers. The projects outlined are relevant to these themes and largely focus on areas of devolved power or where Scottish consumers are disproportionately affected. We look forward to working with Energy Consumers Commission and Citizens Advice Scotland as they deliver this plan in the coming year.

Yours sincerely,

¹ Citizens Advice (2020) [Consultation: The Citizens Advice Draft Consumer Work Plan 2021/22](#)

² Citizens Advice, 2020 [Citizens Advice response to Scottish Energy Consumers Commission Draft Work Plan 2020/21](#)

Connie Thorn

Patron HRH The Princess Royal Acting Chief Executive Alistair Cromwell

Citizens Advice is an operating name of the National Association of Citizens Advice Bureaux.

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