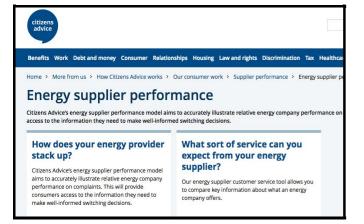
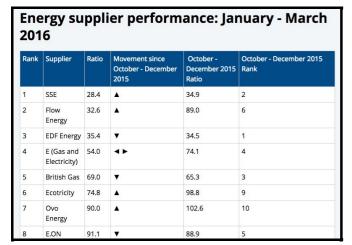
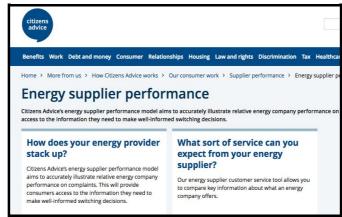
Appendix A - current consumer journey (section 1.1 - 1.3)

1.1 Energy supplier performance league table





1.2 Energy supplier customer service tool







1.3 Price comparison site

