

Energy Advice



Scottish consumers recently told us that they find the cost of their energy bills the second most concerning issue they face.¹

The reach and impact of our energy advice 2016/17



Helped clients in Scotland with almost **30,000** energy issues²



Nearly **26,000** views of our online energy advice pages



Provided advice via more than **275** service points



Secured over **£1.1 million** in client financial gain



Delivered over **1,300** specialist advice sessions through Energy Best Deal project



Big Energy Savings Week helped almost **15,000** people across the UK

Our Advice

The Citizens Advice Network supports clients in a variety of ways:

- > in person
- > over the phone
- > online
- > by post
- > at home

We advise on a wide range of energy topics from finding the cheapest tariff or accessing financial support to support with debt or billing issues. The evidence from our services is central to our policy and advocacy work, allowing us to highlight the issues facing consumers and to lobby government, suppliers and many others across the energy sector for positive change. The annual Energy Advice in Detail report presents an analysis of the energy issues on which consumers seek advice from across our network.

“I think they are a godsend. Without the Extra Help Unit people we would be in trouble.”

(Customer satisfaction survey 2016-17)

¹ As selected in Citizens Advice Scotland's Consumer Tracker Survey where consumers rated how concerning they found various listed issues. Brexit was the most concerning issue. Sample 2,010.

² The term 'issues' relates to the advice a client seeks. A single client may have more than one issue when they seek advice from our service.

Growing to Meet a Rising Demand

Our energy advice provision has grown by 136% since 2011



Top Issues across the Citizens Advice Network



Billing/Metering

- > Administrative errors or incorrect/unclear bills
- > Consumers receiving a 'back-bill' or 'catch-up' bill
- > Inaccurate meter readings being recorded



Warm Home Discount

- > Overcoming barriers to accessing support and varying supplier criteria for support
- > Helping with digital exclusion when suppliers have online only applications



Difficulty making payments

- > A range of complex issues can impact on consumers' finances and limit their ability to pay for essential services, such as their energy bills



Debt and disconnections

- > Commonly relating to vulnerable clients who have accrued significant fuel debts and who face threatened or actual disconnection from supply



Switching and transfers³

- > Refers to contracts, supplier objections (for unknown reasons) and issues with transfer times or transfers not being completed

³ These are a summary of some of the most common issues across the Citizens Advice Network in Scotland. For a fuller list of issues raised across the see the Energy Advice in Detail report.