

# **Citizens Energy Forum 2012**

## **Mini- Testimonial**

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# Challenges for UK Consumer Policy

- An estimated £110-200bn needed in new investment over the decade
- UK must meet binding carbon and environmental government targets
- Low levels of public trust in energy
- Reduced consumer engagement in the retail market
- Numbers struggling to afford to keep warm is rising
- Pressure is on “Green Deal” and Smart Meters
- Average consumer bills are projected to rise from £1,249 to £1,379 by 2020 (DECC)
- Tangible solutions for off-gas consumers

# Delivering through the Citizens Energy Forum

## Expectations

1. A forum where “citizens” voices are heard

## Experience



Presentation of pan-European surveys & summaries



Compelling evidence from national markets



Potential for additional stakeholder insights into the evolving markets:

- New products and services are challenging the existing market model
- MEPs are elected voice of citizens

# Delivering through the Citizens Energy Forum (continued)

## Expectations

2. A forum to address the four principles of the customer relationship

## Experience



Improving simplicity & protection



Keeping up with evolving challenges for affordability & empowerment:

- ? Greater transparency on impacts of low carbon costs
- ? Engaging consumers with the importance of a clear, consistent strategy for energy efficiency
- ? Providing a real choice as well as clear information
- ? Bridging the dialogue with the Madrid & Florence Forums

# Delivering through the Citizens Energy Forum (continued)

## Expectations

3. An opportunity to contribute to the agenda for the coming year

## Experience



Stakeholder working groups to develop analysis and recommendations



Potential for enhancing relationship between CEER and BEUC and its members (in place of (some) national responses to consultations)



Need for innovative processes to feed consumer insights into new macro market policies

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