

Energy Consumers Commission

2020/2021 Draft Work plan

September 2020

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1. Executive Summary

The energy market, and the role of consumers within it, is undergoing a period of significant change that is only expected to increase over the coming years. In order to address these changes, the Energy Consumers Commission has been established to strengthen the voice of energy consumers in Scotland.

An important part of this work will be tapping into and co-ordinating the information and knowledge available in grass roots organisations, helping to increase community engagement with national-scale strategic priorities.

This work plan sets out the overall aims of this body alongside the key issues it will look to address over 2020/2021 ahead of the establishment of Consumer Scotland in late 2021, we will review the work plan at the end of the 20/21 financial year to ensure that we remain focused on the issues that matter most to consumers in Scotland. Four key themes have been identified that will shape the work of the Commission in its first year: energy debt, supplier best practice and customer service, improving outcomes for vulnerable consumers and engagement with decarbonisation.

Building on these themes, we have also set out a programme of focused spending on research projects and campaigns utilising a portion of the energy advocacy levy. These proposed projects will help to build the evidence base needed to inform policy and key decisions in the energy market as well helping to increase the engagement and awareness of consumers themselves.

It is the Commission's aim that this first work plan will represent a significant step towards a fairer energy market for all to be built on by the work of the Commission and Consumer Scotland over the coming years.



Lewis Shand Smith
Chair, Energy Consumers Commission

2. Introduction

In May 2019, The Scottish Government committed to establishing an independent Energy Consumers Commission (ECC) to enhance the voice of consumers who reside in Scotland within the energy market.

In Spring 2020, following an extended period of consultation with key stakeholders throughout the energy industry (and including the majority of the commission members), a draft remit was produced for the commission. This was approved by both the chair and the Minister for Energy, Connectivity and the Islands and has now been ratified by commission members.

The commission was formed in July 2020 consisting of representatives with a wealth of experience in national consumer advocacy and advice bodies, academia and local groups serving energy consumers in their communities.

This work plan sets out what the ECC will aim to achieve over a 12 month period. We intend to review progress and priorities at the end of the financial year to ensure relevance.

This work plan consists of a number of areas of activity. These include:

- Selected opportunities for the commission to engage in focused advocacy over the coming year on a number of key themes across a whole system focus.
- Plans to support and engage with grassroots organisations.
- Specific projects to be taken forward using funding from the energy advocacy levy.

The energy advocacy levy is paid by the energy industry to support advocacy on behalf of energy consumers. As part of a transition process to Consumer Scotland, the ECC will direct £170,000 worth of funding for work that will be delivered in the 2020/2021 financial year. Whilst the energy advocacy levy will fund the research/campaigns work of the commission, Scottish Government funding will be used for other costs of the ECC ahead of its transition to Consumer Scotland.

2.1 Consumer Scotland

The Consumer Scotland Bill was introduced to the Scottish Parliament on 5 June 2019 and passed stage 3 in the Scottish Parliament on 6 May 2020. The Bill establishes a new public body – Consumer Scotland – to represent the views of consumers and take an evidence-based approach to tackling the most serious issues of consumer harm in Scotland.

The Scottish Government is working to establish Consumer Scotland in Autumn 2021. This organisation will direct the spend of consumer advocacy funding in Scotland raised through levies on consumer bills in the energy, water and post sectors.

The ECC will be incorporated into Consumer Scotland following its establishment, forming an experienced and wide ranging resource to lead on energy related work and input to relevant cross-sector projects. This process will provide an opportunity to re-assess the role and remit of the Commission following its first year and to further refine these as required.

3. Aims of the Commission

The ECC will incorporate a broad range of views and take a whole system approach, taking a wide definition of the energy system – including consumer interactions with networks and challenges outside of the regulated energy markets, in order to advocate on behalf of Scottish energy consumers to address the key challenges and opportunities they face.

Our aims are to achieve:

- **Improved outcomes for consumers in Scotland, particularly those in vulnerable circumstances.**
- **A clearer connection between the voices of consumers, and those that represent them, with decision makers in Government and industry.**
- **The adoption of principles of inclusivity and fairness as we move to a decarbonised energy system.**

In all aspects of its work the Commission will have due regard to equalities, shall not discriminate based on any protected characteristics and will aim to ensure that its processes and work plan encourage inclusivity.

The Commission will take a multi-level approach. In addition to its work in improving consumer outcomes through engagement with grassroots organisations and directing advocacy spending it will also be a strategic leadership group within the Scottish Energy Advisory Board (SEAB).

SEAB provides a forum for high level discussion on energy challenges and opportunities and is co-chaired by the First Minister and Professor Jim McDonald of the University of Strathclyde. The chair of the ECC has been appointed as a member of SEAB and will input on the Commission's progress and priorities, providing valuable challenge on consumer needs and expectations.

The Commission will also utilise a collaborative approach, avoiding duplication with the work of the following bodies amongst others – the Just Transition Commission, Citizens Advice Scotland, Energy Action Scotland, Fuel Poverty Advisory Panel and other Scottish Government Strategic Leadership Groups.

4. Objectives for 2020/21

The ECC will adopt the following objectives:

- **Strengthen** the consumer voice within energy market decision making, including through; industry, the regulator, UK Government and SEAB.
- **Support** grassroots organisations to ensure the consumer voice is heard from an array of previously underserved geographic and social groups. Increasing capacity to engage with high level decision making amongst grassroots organisations.
- **Direct** consumer advocacy work using a portion of energy levy funding in Financial year 2020/21.

This approach will help move towards a fairer energy system for all consumers.

Consultation Questions:

1. Do these objectives support the aims of the Commission in the first year?
2. Are the objectives clear and achievable?

5. Priorities and Themes of Focus

Initial consultation between December 2019 and March 2020 was carried out and this identified a range of recurring issues for consumers, the most prominent of which are listed below:

- Energy debt
- Issues with Pre-Payment Meters
- Improving outcomes for off-grid heat consumers
- Instances of poor customer service and suppliers' responsiveness
- Restricted meters/tariffs

The above subjects were then streamlined into four themes. These themes are intended to take a whole system focus – addressing these broad issues across the entire energy industry.

- **Energy Debt**
- **Supplier Best Practice and Customer Service**
- **Improving Outcomes for Vulnerable Consumers**
- **Engagement with Decarbonisation**

A fuller description of each of the themes is included below:

5.1 Energy Debt

Energy costs have clear impacts on consumers and it is imperative that they are set fairly across the energy system, that consumers are able to understand the costs that they are subject to, reduce them where possible, and are given the opportunity to pay for their energy via a range of appropriate payment methods.

A key concern identified is energy debt. Under the definition set out in the Fuel Poverty Act of Summer 2019, 25% of households in Scotland are in fuel poverty [\(1\)](#).

In addition, according to Step Change 25% of adults were showing at least one sign of financial distress (these include unauthorised overdrafts, missed mortgage payments etc.) prior to the COVID-19 situation (2). The scale of these issues means that it is imperative to build on recent work by Ofgem to ensure that ability to pay principles are fully implemented in practice and to consider how to best manage the linkages between debt in the energy sector and other sources of debt. It is also highly likely that the COVID-19 pandemic will result in further increase in debt overall amongst consumers which will have a knock-on impact on debt in the energy sector. It has been highlighted that these knock-on effects may not be apparent until Autumn/Winter 2020 at the earliest.

In the 2025 Consumer Vulnerability Strategy (3), Ofgem discusses a need for more research into the best means of communication with consumers to build understanding of energy debt. We believe this is especially true in relation to Scottish consumers experiencing or at risk of fuel poverty.

Consumers may also experience increased levels of debt in relation to energy payments outside of the regulated (electricity and gas) energy markets. These consumers do not necessarily experience the same level of protection as those in the regulated markets (although voluntary standards have been adopted in many cases (4)) and may not have access to credit from energy suppliers themselves. In these cases consumers may be forced to seek alternate means of paying for energy leading to indirect energy debt.

The ECC will work to improve understanding of the factors impacting consumer energy costs and debt; and push for costs to be fairly and transparently set and collected.

5.2 Supplier Performance and Customer Service

In general, consumer satisfaction in the energy supply market has remained lower than it could be, with average customer satisfaction across the sector at 72% as of February 2020 (5).

These issues sit within a context of limited consumer awareness of both supplier obligations and paths to complaint resolution. Reports of poor supplier service following Supplier of Last Resort (SOLR) events in recent years are particularly concerning, (6) including, in some cases, moves by insolvency agencies, who operate outside of Ofgem's remit, to quickly reclaim debt (7). In May 2020 Ofgem wrote directly to these agencies highlighting a pattern of poor practice in this area and setting out their expectations.

Further information on the issues faced by consumers without access to the gas grid would help to ensure that there are consistent standards. Currently consumers who are not connected to the gas grid either use electric heating, regulated by Ofgem, or a variety of other fuels (oil, gas biomass etc) which are unregulated.

The ECC will push for consistent, high standards for consumers across the energy sector and work to identify and promote best practice.

5.3 Improving Outcomes for Consumers in Vulnerable Circumstances

In the short term, the COVID-19 pandemic may have a significant impact on consumers in vulnerable circumstances. Those in fuel poverty are especially at risk with a substantial proportion using pre-payment meters and at a particular risk of 'self-disconnecting' from their energy supply and/or self-rationing. Looking to the future, we only have limited insight into how the outbreak may impact consumers, especially those in vulnerable circumstances, within the wider energy market. As such, there is a need to gain understanding both of the immediate impacts of COVID-19 and also of the wider changes to the market overall due to the pandemic, and to engage to ensure that vulnerable consumers are properly considered as the energy market reacts to and recovers from the pandemic.

In terms of the wider industry, impacts may include changes to suppliers' communications with consumers, impacts on the supply chain for insulation and energy technology installations, maintenance etc., and impacts on consumers out-with the regulated energy markets.

Beyond this, Scotland has seen comparatively low uptake of Priority Service Registers (PSRs) in comparison with the rest of the UK (8). Given the current situation, these registers have never been more important in ensuring that support is provided to those that need it the most. There is a need to ensure that consumers eligible for support are registered to receive it.

Ensuring that less IT literate consumers retain the same access to resources and communication channels would also be a key concern in an increasingly digitised market.

There may be also impacts on consumers in vulnerable circumstances that we are not yet aware of. The Commission will be responsive to these arising circumstances as required.

The ECC will work towards consumers in vulnerable circumstances being empowered to dynamically engage in a future energy market, and push for recognition that changes to the energy market can and should be inclusive and fair.

5.4 Engagement with Decarbonisation

The shift towards a decarbonised energy system will require detailed consideration of consumer pathways as they are required to utilise developing technologies throughout the energy sector. These include ultra-low emissions vehicles, aggregation technologies, home heating technologies such as heat pumps and, crucially, smart metering and subsequent opportunities for more granular management of home energy usage.

Levels of consumer understanding of, and access to, these technologies vary. For example, charging infrastructure for EVs varies considerably across household types and this can have subsequent knock on impacts on whether consumers can access the tariffs and savings associated with the flexibility market (e.g. consumers may lose out on potential benefits from using the battery for aggregation purposes). Also, access to heating technologies may be limited by local availability of trained installers and maintenance engineers which can negatively impact the viability of

affected systems. The same is true of consumers using restricted meters who may struggle to access the benefits brought on by the smart meter transition. Scotland has a higher proportion of consumers using non-Economy 7 restricted meters than the rest of the UK.

There is also a need to build consumer engagement in energy systems more generally as the investment required to drive a transition to net zero will have a significant impact on consumer bills. This will likely be the case until 2045 and further into the future.

The Commission will adopt a proactive approach, identifying prospective areas of development in the energy sector with impacts on consumers and engaging as appropriate. This is particularly relevant in the context of the transition to net zero.

The ECC will push for increased consideration of consumers in the development of a decarbonised energy system and work towards ensuring the benefits of decarbonisation, financial and otherwise, are shared fairly with consumers.

Consultation questions:

3. Are these the correct themes to focus on in our work to improve outcomes for consumers in Scotland?
4. Would you recommend the addition or removal of any themes of focus?
5. Are the relevant aspects of these themes captured in the descriptions above?

6. Overview of Approaches

To meet our aims and objectives we intend to take the following approaches to best support improved consumer outcomes. Each of these approaches will be focused around the identified themes above.

1. Research and campaigns - deliver specific projects to address identified areas of consumer detriment (energy advocacy levy funded).
2. Support Scotland's grassroots organisations and facilitate direct discourse with energy consumers through a variety of forums.
3. Engage with decision making on behalf of consumers in Scotland, with a particular focus on key decision points in the energy market.

Scottish Government funding will be made available to support day-to-day costs and to fund activities associated with approaches 2 and 3. Specific projects under approach 1 will be funded through a proportion of this year's energy levy funding and will be completed by the end of this financial year. This will be tendered according to Scottish Government procurement guidelines/regulations to ensure best value and deliver high quality outputs.

Consultation questions:

6. Will the combination of approaches described be appropriate and effective?

7. Research and Campaigns

The Commission will deliver a programme of specific projects to be completed this financial year, addressing the priority themes that have been identified. Where research is undertaken the outcomes of that research will form a basis for further advocacy and practical projects in the following year.

Work should where possible integrate the views of grassroots organisations and the lived experience of energy consumers.

All work will be tendered according to Scottish Government procurement guidelines to ensure best value and deliver high quality outputs.

7.1 Energy Debt

A programme of research will be undertaken, commencing Q3 2020/21, to understand the changing landscape for consumers in debt and the best means of communication with consumers to build understanding of energy debt. This will include a detailed look at systemic barriers to engagement (for example a lack of switching options) and how these barriers have changed in the light of changing industry priorities and practices stemming from COVID-19. This should take into account interlinked systems of debt across sectors and how these may impact on consumers' ability to pay for energy. This work will engage widely with consumers facing these issues, in addition to working with suppliers (both in the regulated and unregulated energy markets) to gain a fuller understanding of the scale of this issue in Scotland and how we can best mitigate it.

We expect that the work will consist of desk-based research; public-facing focus sessions; and a programme of stakeholder engagement with suppliers, the regulator and third sector.

Intended Outcomes

- The information gained through this research will allow more accurate and effective communication with consumers most in need of debt support.
- Potential further support mechanisms for consumers, including in the unregulated fuels market, can be identified.
- The research will contribute to a greater understanding of how energy debt is related to other debt across sectors.

Cost Estimate - £ 45,000

7.2 Supplier Best Practice in Customer Service

Raising awareness of best practice, obligations and general support amongst energy suppliers and the general public could help close gaps in supplier performance and would help consumers engage more with their domestic energy use, be more aware of the standard of service they are entitled to and will ensure that they are aware of changes to the operation of the market as a result of COVID-19.

Customer service across the unregulated markets is more inconsistent. Raising awareness of best practice in these sectors could encourage suppliers to adopt higher standards of service and improve consumer experience of the market overall.

We expect that the work will consist of engagement with suppliers and others to gain knowledge of best practice in regards to support and redress at devolved, UK and European scales, and a campaign to share knowledge of best practice including online/social media, other media and in-person where appropriate to ensure maximised engagement.

Intended Outcomes

- More informed consumers across regulated and unregulated markets, leading to simplified communications with suppliers, better understanding of the standard of service consumers should experience and better access to redress when needed.

Cost Estimate – £45,000

7.3 Improving Outcomes for Consumers in Vulnerable Circumstances

Increased consumer uptake of Priority Service Registers would provide an opportunity to expand the number of consumers in vulnerable circumstances receiving protections. There are also opportunities for more closely monitoring the challenges faced by those on PSRs and potentially expanding the services offered. This is the case in relation to both energy suppliers and networks. In order to achieve this awareness must be raised of the services offered. The methodology for this will depend on the COVID-19 restrictions at the time the work commences but should be designed around maximised engagement with vulnerable consumers whilst also engaging local partners, energy suppliers and emergency services.

This work would consist of engagement building directly with consumers in vulnerable circumstances and campaigns to share knowledge between relevant stakeholders.

Intended Outcomes:

- An increased awareness of the PSRs and the services offered to consumers using PSRs
- An increased number of consumers registered on PSRs

Cost Estimate - £40,000

Note: Considering the crossovers between the Improving Outcomes for Vulnerable Consumers and the Supplier Best Practice in Customer Service workstream. There may be potential to run these two projects under the same tender with shared funding. This may allow the scope of these projects to be widened/synchronised as appropriate.

7.4 Engagement with Decarbonisation

A greater understanding of the level of engagement as it stands is needed. This will allow informed advocacy to target the areas most in need of change in the longer term.

Consumer engagement activities held across Scotland could build understanding of these issues across a variety of consumer groups over different areas and demographics. These activities would, as far as possible, include hard-to-reach consumers and the groups that advocate on their behalf, this may be facilitated through ECC membership and their networks.

We expect that the work will consist of engagement with consumers through varying means. These may include workshops if appropriate and other forms of communications with hard to reach consumers as required.

Intended Outcomes:

- Understanding of the current level of engagement to assist in the advocacy activities of the ECC and Consumer Scotland and better informed policy design to target harder to reach consumers and boost their engagement with the green recovery and net zero.

Cost Estimate - £40,000

Summary of costs

Theme	Proposed Funding
Energy Debt	£45,000
Supplier Best Practice/Customer Service	£45,000
Improving Outcomes for Vulnerable Consumers	£40,000
Engagement with Decarbonisation	£40,000
Total	£170,000

Consultation questions:

7. Will the projects described adequately address the identified themes given the budget and timescale available?

8. Support for Grassroots Organisations

Grassroots organisations present a route to gaining granular insight into the issues affecting otherwise un-heard energy consumers. However, there are varying degrees of capacity within grassroots organisations as well as differing levels of knowledge of the powers and responsibilities of the various actors within the energy industry.

The ECC has an opportunity to tap into and co-ordinate the information and knowledge available in existing networks. By engaging with grassroots organisations across existing networks to share their knowledge, we can ensure that the goals of the ECC will more effectively align with the outcomes needed for all Scottish Consumers.

Depending on the scope of existing grassroots organisations, both in geographic communities or communities of interest, there may be a development or co-ordination role for the ECC.

Issues for consumers using the services of grassroots organisations will be brought to the attention of the ECC, including through work that is tendered externally, allowing groups representing a wide range of interests to contribute to national, strategic decisions and priorities.

Information will also be disseminated to grass roots networks from the ECC to ensure that grassroots groups are aware of national-scale strategic priorities, the roles and responsibilities of all relevant parties, and what support programmes are available.

Actions:

- The ECC will map existing grassroots networks to determine what coverage exists in already available networks.
- The ECC will then enable the integration of the consumer voice into decision making and will ensure that grassroots organisations are informed of market changes and opportunities to influence.

Consultation questions:

8. Do you agree that the ECC can play a useful role in connecting grassroots organisations to high level decision making?

9. How can the ECC best integrate grassroots bodies into its work?

9. Engagement in Decision Making

A timeline is included below of some of the key industry and government changes over the forthcoming 12 months. We anticipate that the ECC will engage in many of these to represent the needs of consumers in Scotland, with a focus on impacts on our priority areas.

2020/2021 Q3

- Ofgem RIIO-2 Final determinations for gas and electricity transmission and gas distribution (December)
- UK Government Energy White Paper Published (Autumn TBC)
- UK Government Heat Statement Published (Autumn TBC)

2020/2021 Q4

- RIIO-T2 and RIIO-GD2 are implemented (1st April)

2021/2022 Q1

- RIIO-ED2 networks to submit draft business plans to Ofgem and challenge group (July)

Scottish Specific Events/Publications

- Publication of Scottish Government's Fuel Poverty Strategy
- Publication of the Scottish Government's Heat Decarbonisation Policy Statement
- Publication of the Scottish Government's Climate Change Plan Update
- Publication of the Scottish Government's Bioenergy Action Plan
- Passing of the Heat Networks (Scotland) Bill
- Just Transition Commission Final Report
- Hydrogen Policy Statement and Action Plan
- Scottish Net Zero Roadmap

Where deemed relevant by the Commission, the chair and/or other members will engage in opportunities to share their insight, and that of their network, through

advocacy work. This may include membership of relevant working groups and responses to consultations From Ofgem, the UK Government and others.

To drive the Commission's advocacy work in these areas, the ECC will bring in additional expertise from key stakeholders in themed meetings. Relevant industry representation will be invited to these as well as Government, regulators, community groups and others as appropriate.

The Commission will consider and engage with the unique challenges faced by a diverse range of consumers across the energy market. These may include different ethnic groups, vulnerable consumers, different age groups and other protected characteristics. This may be through regular engagement and consultation with these consumers and representative bodies, and a requirement to consider the equalities impacts of any work.

Actions

- Scrutinise and respond formally to key consultations within the energy landscape.
- Members will engage with relevant bodies in the development of policies to ensure that the voice of consumers in Scotland is heard, representing views of grass roots organisations where appropriate.
- Proactively raise issues where the ECC has identified that there is a risk of consumer harm, or opportunities to improve consumer outcomes.
- Arrange a series of focused meetings with key stakeholders to better understand specific concerns, disseminate best practice, or develop improved approaches to areas where consumers are at risk of harm.

Consultation questions:

10. Does the timeline identify the appropriate areas for ECC advocacy activity over the coming year?

11. Will the described series of engagement adequately incorporate industry, regulator and other voices into the process?

12. Will the identified actions appropriately meet the objectives of the ECC?

10. Responding to this Consultation

As the secretariat to the ECC is being provided by the Scottish Government ahead of the transition to Consumer Scotland, the following information should be noted by respondents.

We are inviting responses to this consultation by 09 October

Please respond to this consultation using the Scottish Government's consultation hub, Citizen Space (<http://consult.gov.scot>). Access and respond to this consultation online at <https://consult.gov.scot/energy-and-climate-change-directorate/energy-consumers-commission-2020-21/>.

You can save and return to your responses while the consultation is still open. Please ensure that consultation responses are submitted before the closing date of 09 October.

If you are unable to respond using our consultation hub, please complete the Respondent Information Form to:

Consumer Policy and Interventions Team
Scottish Government
4th Floor
5 Atlantic Quay
Glasgow, G2 8LU

Handling your response

If you respond using the consultation hub, you will be directed to the About You page before submitting your response. Please indicate how you wish your response to be handled and, in particular, whether you are content for your response to be published. If you ask for your response not to be published, we will regard it as confidential, and we will treat it accordingly.

All respondents should be aware that the Scottish Government is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

If you are unable to respond via Citizen Space, please complete and return the Respondent Information Form included in this document.

To find out how we handle your personal data, please see our privacy policy: <https://www.gov.scot/privacy/>

Next steps in the process

Where respondents have given permission for their response to be made public, and after we have checked that they contain no potentially defamatory material, responses will be made available to the public at <http://consult.gov.scot>. If you use the consultation hub to respond, you will receive a copy of your response via email.

Following the closing date, all responses will be analysed and considered along with any other available evidence to help us. Responses will be published where we have been given permission to do so. An analysis report will also be made available.

Comments and complaints

If you have any comments about how this consultation exercise has been conducted, please send them to the contact address above or at ConsumerandCompetition@gov.scot

Scottish Government consultation process

Consultation is an essential part of the policymaking process. It gives us the opportunity to consider your opinion and expertise on a proposed area of work.

You can find all our consultations online: <http://consult.gov.scot>. Each consultation details the issues under consideration, as well as a way for you to give us your views, either online, by email or by post.

Responses will be analysed and used as part of the decision making process, along with a range of other available information and evidence. We will publish a report of this analysis for every consultation. Depending on the nature of the consultation exercise the responses received may:

- indicate the need for policy development or review
- inform the development of a particular policy
- help decisions to be made between alternative policy proposals
- be used to finalise legislation before it is implemented

While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.

Respondent Information Form



Scottish Government
Riaghaltas na h-Alba
gov.scot

Title: Energy Consumers Commission 2020/2021

Draft Work plan

Please Note this form **must** be completed and returned with your response.

To find out how we handle your personal data, please see our privacy policy:

<https://www.gov.scot/privacy/>

Are you responding as an individual or an organisation?

- Individual
 Organisation

Full name or organisation's name

Phone number

Address

Postcode

Email

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

- Publish response with name
 Publish response only (without name)
 Do not publish response

Information for organisations:

The option 'Publish response only (without name)' is available for individual respondents only. If this option is selected, the organisation name will still be published.

If you choose the option 'Do not publish response', your organisation name may still be listed as having responded to the consultation in, for example, the analysis report.

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Yes

No



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