

**SCOTTISHPOWER
COST OF ENERGY/RESTRICTIVE PROVIDER SUBMISSION
TO THE SCOTTISH RURAL FUEL POVERTY TASK FORCE
SEPTEMBER 2015**

Energy Tariff Offerings

We understand that electric heating customers have specific circumstances in relation to their metering arrangements, therefore we aim to ensure that we offer appropriate tariffs to suit their needs. Heating tariffs are designed to operate in their specific areas and a properly designed heating system with appropriate metering can provide customers with a cost effective way of heating their home.

We provide customers who have electric heating systems in the two Scottish supply areas with tariffs to suit differing metering arrangements. There can be very low levels of demand for tariffs which suit particularly complex arrangements, which can mean it is less economically viable to design and offer all our tariffs to all those customers.

However, we do offer a mirror tariff for Total Heat Total Control customers currently in the Hydro supply area. This means that we charge these customers ScottishPower prices but the local distribution network control the teleswitching times. By doing this we are providing customers residing in the Hydro area with the option to change supplier and obtain a tariff that is capable of supporting their heating system.

Electric heating customers who are situated in the Hydro area can contact ScottishPower to obtain a full quotation through our call centre. Our trained agents will be able to assist these customers and help them compare prices and select the best tariff suited to their needs.

We have included a table in the enclosed Annex which details the current tariffs available to customers with electric heating in both Scottish supply areas.

Access to Information

We believe that the tariffs we offer to electric heating customers are competitive and can be of benefit to those customers with various heating systems and metering arrangements. However, we recognise the challenges that electric heating customers face when trying to identify the best tariff that suits differing heating arrangements as well as the complexities associated with operating their heating in the most cost effective way. To help these customers we have a dedicated webpage that provides useful information on the most common types of electric heating systems and the tariffs that we offer to support them. There is further information on how to get the most from an electric heating system in a downloadable PDF leaflet and this information can be accessed via the following link: <http://www.scottishpower.co.uk/energy-efficiency/energy-efficiency-at-home/electric-heating/>.

We also have a dedicated energy efficiency advice line (**0800 33 22 33**) where our advisors are specifically trained to provide advice on all energy efficiency matters, including how to most efficiently operate electric heating systems. For those customers who require more dedicated assistance, we have a team of Customer Liaison Officers who operate across the whole of Great Britain and can visit customers in their homes and provide information and advice in a variety of areas, including how best to optimise their heating system.

Support Services

Additionally, our customer service team are available through our call centre and our online service and are fully trained to provide help and support on all aspects of ScottishPower's services including those specific to our customers in rural areas. With our longer call centre opening times, customers can now contact us Monday to Friday 8am until 10pm and Saturday 8:30am – 6:30pm. As we mentioned above, our team of Customer Liaison Officers are also on hand to visit those customers who may require some additional support.

Furthermore, to provide financial support to customers who are vulnerable or experiencing hardship and struggling to pay their energy bills, in April 2015, ScottishPower launched a new independently administered Hardship fund. Customers can make an application for a grant from the fund through a variety of methods including recorded telephone call, completed paper application form or directly through our website. Further information including details of how to apply for the hardship fund can be found via the following link: <http://www.scottishpower.co.uk/customer-services/bills-payments/payments/helping-you-pay-your-bill/help-and-advice/hardship-fund>.

Information on all of our financial support schemes, including the assistance we offer to customers in debt is accessible through our website.

<http://www.scottishpower.co.uk/customer-services/support/>

ANNEX – SCOTTISHPOWER TARIFFS FOR ELECTRIC HEATING CUSTOMERS

Meter type	Standard (Online & Offline)	Help Beat Cancer Fixed Price Energy November 2017	Online Fixed Price Energy September 2016	Fixed Price Energy January 2018
ScottishPower Supply Area				
White Meter 1	✓	✓	✓	✓
Off Peak C	✓	✓		
ComfortPlus White Meter	✓	✓		
Economy 2000	✓	✓		
ComfortPlus Control	✓	✓		
Hydro Supply Area				
Total Heat Total Control	✓			
Economy 7	✓	✓	✓	✓