

Energy Consumer Action Plan: Putting Consumers at the Heart of Scotland's Energy Transition



MINISTERIAL FOREWORD



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Minister for Energy,
Connectivity
and the Islands

A carbon neutral Scotland supports a better Scotland and an investment in our future society, environment and economy for Scotland, Europe and the World. It is essential that we act individually, locally, nationally and globally to reduce harmful greenhouse gas emissions. However, while the provision

of energy to Scotland's domestic consumers is essential to modern living, the day-to-day working of the energy system is not understood by everyone. Yet, as citizens and consumers, we are expected to play an increasingly important role in shaping our future energy systems.

It is for this reason that we are committed to changing the way consumer issues are viewed and tackled in Scotland. This is essential because our ability to meet our energy and climate change targets depends on Scottish consumer voices being heard loud and clear – and crucially, being integrated into regulatory and policy decision-making at an early stage.

Published in December 2017, [Scotland's Energy Strategy](#) set out the Scottish Government's vision for a flourishing, competitive local and national energy sector, delivering secure, affordable clean energy for Scotland's households, communities and businesses. At the heart of the Strategy is a commitment to "promote consumer engagement and protect consumers from excessive or avoidable costs, prevent new forms of social exclusion and promote the benefits of smarter domestic energy applications and systems". No-one should be left behind, and this embodies the spirit of this action plan.

In areas that remain reserved to the UK Government, such as energy market regulation, distribution networks and consumer protection, we will continue to use our advocacy and

advice powers to ensure the consumer voice is heard. We have long called on the energy industry to do more for Scottish consumers, including through Energy Summits held in 2016 and 2018. We will continue to advocate for much-needed reforms – like ensuring that all consumers benefit from smart meters, regardless of geography or circumstance.

However, we cannot wait for others to deliver change. Although we do not have the powers to take all the action that is required, this does not stop us from taking steps to improve the lives of consumers in Scotland. We are committed to using our existing devolved powers around consumer advocacy, heat policy and the design of energy efficiency schemes to showcase a consumer focused approach to energy policy that lets people have a real say about the issues that affect them.

We are also delivering on our commitment to create Consumer Scotland, an independent body to represent the interests of consumers in Scotland. Alongside this, part of our intent behind the ambition of a public energy company is to help rebuild consumer trust in the energy market.

I am proud to set out the Scottish Government's vision and plan to build a future energy system that is shaped by and for the people of Scotland. This action plan establishes a framework to place consumer considerations at the heart of Scotland's energy policy – from local energy to energy efficiency and electric vehicles – and to influence change across Great Britain.

These are ambitious commitments that the Scottish Government cannot achieve in isolation. In recognition, this action plan was developed collaboratively with an expert advisory group. We are extremely grateful for the time and dedication shown by each member of the group in supporting this work. I look forward to working with stakeholders across Scotland to make this action plan a success.

EXPERT ADVISORY GROUP

This action plan was developed in partnership with an expert advisory group. We are very grateful for the time and commitment shown by the group in supporting and shaping this work:

- **Ragne Low** – Strathclyde University (Chair)
- **Andrew Faulk** – Independent Expert
- **Trisha McAuley** – Independent Expert
- **Zoe McLeod** – Independent Expert
- **Emma Grant McColm** – Citizens Advice Scotland
- **Dr Jeff Hardy** – Imperial College London
- **Dr Dan Van der Horst** – Edinburgh University
- **Professor Catherine Waddams** – University of East Anglia
- **Stew Horne** – Citizens Advice
- **Alice Brett** – Citizens Advice
- **Dennis Berg** – Ofgem
- **Lauren Kennedy** – Ofgem
- **Laura McGadie** – Energy Saving Trust
- **Norman Kerr** – Energy Action Scotland



ENERGY CONSUMERS IN SCOTLAND

CONSUMPTION - 2017

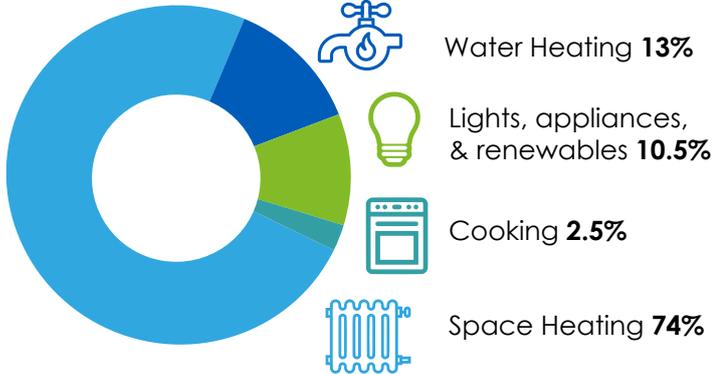


Average domestic electricity consumption
4,064 kWh

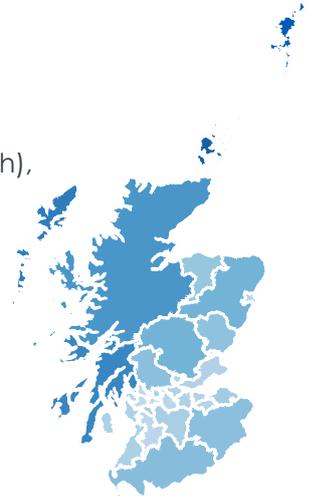
Average domestic gas consumption
13,721 kWh



AVERAGE HOUSEHOLD CONSUMPTION BY END USE



Average electricity consumption is highest in the North of Scotland (Shetland Isles - 9,583 kWh), and lowest in the Central Belt (Glasgow City - 3,315 kWh).



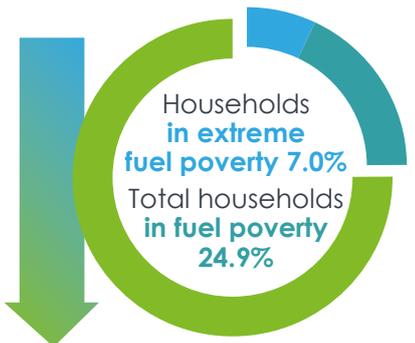
HOUSEHOLDS - 2017

Homes EPC C and above **42%**

Homes EPC D and above **58%**



The number of households in fuel poverty continues to drop however one quarter (24.9%) of households remain deemed as fuel poor.



BILLS - 2018

Average annual electricity bills (2018)



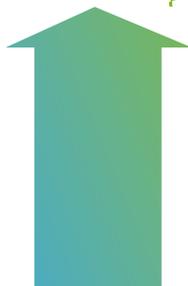
Prepayment	Standard Credit	Direct debit
£701	£768	£701
£646	£716	£647
£658	£729	£659



Average annual gas bills (2018)

Prepayment	Standard Credit	Direct debit
£621	£707	£634
£616	£710	£628
£617	£709	£629

Electricity prices have risen by more than 50% in real terms for Scottish consumers compared to the early 2000s, with prices for standard credit customers increasing the most (by 78.2% since 2003).

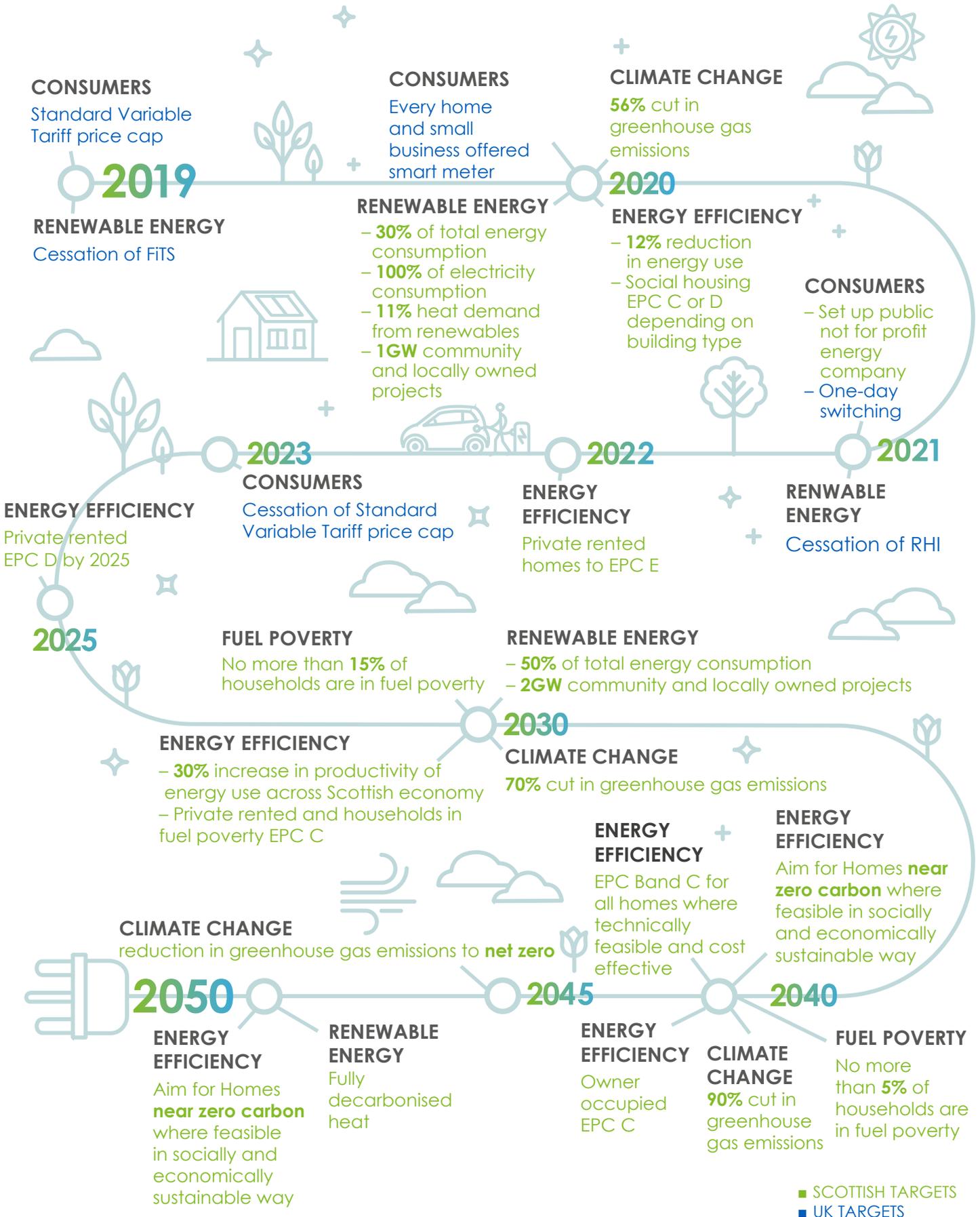


Gas prices have increased at a faster rate than electricity prices. Compared to 2001, average prices for prepayment customers have increased by 66% and direct debit and standard credit customers' bills have almost doubled. Prices have, however, dropped compared to five years ago.



ALMOST ONE IN FIVE (18.6%) Scottish consumers switched their electricity supplier in 2018.

THE EVOLVING ENERGY MARKET – TIMELINE OF CHANGE



Key changes to the energy landscape for consumers in Scotland, 2019-2050 (Snodin, H. (forthcoming)
Changes to the energy landscape and potential impacts on Scotland's Consumers. ClimateXChange)

SUMMARY OF ACTIONS

- We will establish an independent **Energy Consumers Commission** for Scotland to give Scottish consumers a more powerful voice in Scottish and British energy policy;
- We will bring together industry, consumer groups and Ofgem to develop an **energy consumer charter** for Scotland, which will set guiding principles to support the collective effort needed to address the issues that impact Scottish consumers;
- We will consult widely to encourage lively **public debate** that allows the people of Scotland to shape their energy future;
- We will legislate to introduce a **statutory consumer duty** on Scottish public authorities to place consumer interests at the heart of policy and regulatory decision-making, ensuring that consumer outcomes are reflected in the energy transition;
- We will continue to advocate for much needed **reforms to the energy market** to the UK Government and Ofgem. In parallel we will work to improve consumer outcomes where we have the powers;
- We will invest in supporting new approaches to tackle energy affordability through our new **Improving Consumer Outcomes Fund**, to ensure that the energy market works for all consumers, including the most vulnerable;
- We will explore ways to provide more **holistic support to vulnerable energy consumers**, including making it easier to access priority support and providing more help for consumers with energy debt; and
- We will develop an **interactive data hub** to provide the most comprehensive picture possible of the experience of Scottish energy consumers.



CONTEXT

We are changing the way consumer issues are viewed and tackled in Scotland...

Supporting our ambition to build a [Fairer Scotland](#), we are embarking on an ambitious journey to change the way consumer issues are viewed and tackled in Scotland. During 2018, we consulted on the creation of [Consumer Scotland](#), which will be an independent public body set up to represent the interests of Scottish consumers. Consumer Scotland will examine the causes of consumer harm, particularly in complex markets such as energy, and will champion better outcomes for all consumers – especially those who are in most need.

Through Consumer Scotland, we will ensure that consumer voices are better heard and integrated into regulatory and public policy and decision-making. As part of Consumer Scotland's development, we will legislate to introduce a statutory consumer duty on Scottish public authorities to place consumer interests at the heart of policy and regulatory decision-making. Crucially, this includes ensuring that consumer outcomes are understood and addressed in the energy transition.

In the context of a climate emergency, requiring accelerated action across society domestically and globally, we cannot underestimate the important role that Scotland's consumers play in making a carbon-neutral Scotland a reality. We know how important it is that change happens *with* consumers, not *to* them, especially in a market that struggles with persistent mistrust and consumer harm. We must help to build consumer trust now if we are to encourage consumers to make some of the bigger changes that will be required in future – from increasing uptake of electric vehicles to improving the energy efficiency of our buildings.

We are committed to overcoming consumer mistrust and harm in the energy market...

The energy retail market is changing rapidly and looks very different to how it did even a year ago following the introduction of a default tariff price cap and increasing numbers of energy supply company failures, triggering intervention by Ofgem as the regulator. Yet despite public concern leading to a market investigation by the Competition and Markets Authority in 2014, the market continues to fail many Scottish households: from the impacts of ever increasing energy prices, through to the persistent number of fuel poor consumers in society and persistently low switching rates. This is particularly true in Northern Scotland, where 59 per cent of all customers are on their incumbent electricity supplier; this compares to just 27 per cent for the UK as a whole. While there may be a variety of factors underpinning the differential, some of which may be positive in their nature such as customer loyalty, it may also reflect a perceived or actual lack of confidence in mechanisms for switching.

This is why we are taking action now. We are committed to establishing a public energy company to help rebuild consumer trust in the energy market. Prior to the establishment of a public energy company and setting up Consumer Scotland, we have a duty to act quickly within our powers to protect consumers from harm.

We are already making a positive difference for consumers:

- We have established the [Just Transition Commission](#) to advise Ministers on how we can make the transition to a carbon-neutral economy in a way that is fair for all.
- As part of the Scottish Government's participation in the [Open Government Partnership](#), we are addressing citizens' concerns over their ability to understand and influence the decision-making processes that affect them.
- We have published a [Vision for Scotland's Electricity and Gas Networks](#) to ensure consumers are central to regulatory interventions in the retail market and on wider network issues.
- Through [ShareLab Scotland](#), we are supporting a demonstration project that aims to test an innovative new platform to allow consumers and communities to use energy more flexibly.
- Energy efficiency has been a long term priority for us – by the end of 2021, we will have allocated over £1 billion pounds since 2009 on tackling fuel poverty and improving energy efficiency with the aim of warmer and more efficient buildings by 2040.
- In March 2019, we published the [Quality Assurance Short Life Working Group Recommendations Report](#) which put consumers at the heart of Energy Efficient Scotland, ensuring robust protections focused on high standards of quality and customer care.
- The [Low Carbon Infrastructure Transition Programme](#) launched a £60 million Low Carbon Innovation Fund in January 2018 offering support for projects in three areas – integrated energy systems, low carbon heat and ultra-low emission vehicle infrastructure.
- In November 2018, we launched the [Financial Health Check](#) for low income families and older people, backed by funding of £3.3 million over two years. It is delivered by [Citizens Advice Network](#) in Scotland and offers free advice on money matters including home energy.
- We will publish a Local Energy System Policy Statement in 2019. The statement will be informed by this action plan and will place energy consumers at its centre.



Despite these positive steps, we will continue to advocate to the UK Government and Ofgem on much-needed reforms to the energy market...

Energy supply and consumer protection are reserved matters under the Scotland Act 1998. This prevents the Scottish Government from taking all the direct action that we would like to improve outcomes for Scottish consumers. However, this policy reservation does not stop us setting out our expectations in order to influence change.

Scotland's mix of devolved and reserved policy areas mean that our policy landscape is different from elsewhere in the UK. To date, consumer interventions put in place by the UK Government remain focused on understanding issues from a UK-wide perspective, rather than tackling national and regional variations.

This does not work in Scotland's consumer interests because Scotland's distinct economic, social and geographic circumstances present unique challenges in ensuring the energy market works well for all Scottish consumers. This is why we continue to call on UK Government and Ofgem for much-needed reforms to the energy market.

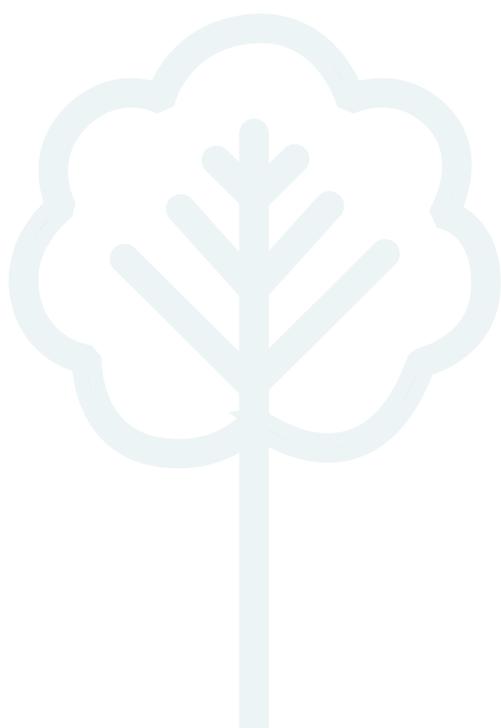
This action plan will ensure that Scotland uses its existing powers to give consumers a say about the decisions that shape our future energy system, while protecting those that can't.

This action plan outlines a vision to unite Scottish Government and partners around consumer outcomes and actions designed to help consumers access energy at a fair price with good service. In doing so, it sets out a package of short, medium and long term actions – backed by £500,000 of Scottish Government funding.

The actions aim to increase consumer understanding and confidence, and develop and test innovative approaches to protecting and empowering consumers. Crucially, it establishes a new way of designing policy with and for Scottish consumers.

We have to stop ignoring people who don't always have the loudest voice, we have to stop avoiding people who are harder to engage, or more expensive and more difficult to help than others. We can do things better, because there are already good examples out there that we can learn from"

Dr Joanne Wade OBE, UKERC



OUR FRAMEWORK

This document sets out a vision, building blocks and actions to guide the Scottish Government's own energy policy development and influence change in the UK-wide market over the next two years until the end of this Parliament. This framework will underpin our efforts to improve outcomes for Scotland's energy consumers.

VISION				
Transform the way consumer issues are understood and tackled in Scotland to deliver a transparent and inclusive market that serves all domestic energy consumers, including the most vulnerable, fairly – now and in the future				
BUILDING BLOCKS				
AIM	LISTEN & ACT	ENGAGE & EMPOWER	PROTECT	INNOVATE
	Listen to – and in collaboration with others – act upon what consumers tell us about their priorities, needs and interests to ensure long term interests of consumers on price, quality, safety, reliability, and security of supply are a fundamental part of the energy system	Give consumers accessible tools and advice to unlock the benefits of the current and future energy system as individuals and as a society	Embed timely – and ongoing – consideration of consumer impacts into reserved and devolved energy policy and decision-making	Develop and trial new solutions – big and small – to persistent and emerging problems. Capture and share learning turning pockets of innovations into industry wide improvements
OUTCOME	Fair and inclusive policy design and implementation which reflects consumers interests and needs	Active, confident and energy-efficient consumers	A consumer-centred transparent market that promotes consumer fairness and trust	Good practice becomes common practice

This action plan is part of a long term commitment to transform the way consumer issues are understood and tackled in Scotland. We will see these actions through for this parliamentary term, but we also commit to evaluate progress and identify new actions for the next action plan.

LISTEN & ACT

Listen to – and in collaboration with others – act upon what consumers tell us about their priorities, needs and interests to ensure long term interests of consumers on price, quality, safety, reliability and security of supply are a fundamental part of the energy system.

We commit to continuing to work alongside consumer groups, Ofgem, industry bodies and the UK Government to meaningfully involve consumers and citizens in energy policy development and implementation. Recognising the need for a more transparent dialogue with consumers, this building block aims to drive fair and inclusive policy design and implementation which reflects the interests and needs of Scotland's consumers.

ENGAGE & EMPOWER

Give consumers accessible tools and advice to unlock the benefits of the current and future energy system as individuals and as a society.

As part of our approach to embed a consistent approach to understanding the interests of, and impacts on consumers in public policy making, we commit to making it is easier for people to be active and confident energy consumers. In doing so, we must recognise the diversity of consumers across Scotland both in policy development and in the way we target tools and advice. We will use our newly developed consumer segmentation model to understand different consumer groups – including those that are harder-to-reach – according to their needs. We will start by finding out what people want and need.



PROTECT

Embed timely – and ongoing – consideration of consumer impacts into reserved and devolved energy policy and decision-making.

As we embed a consistent approach to consumers in public policy making, we will ensure that all stakeholders – including those working across government, regulators and industry – strive for a transparent, consumer-centred energy market that promotes fairness and trust. This means taking steps where necessary to protect consumers in vulnerable situations so they are not left behind.

INNOVATE

Develop and trial new solutions – big and small – to persistent and emerging problems. Capture and share learning, turning pockets of innovations into industry wide improvements.

Innovation is a priority within [Scotland's Economic Strategy](#) and the Scottish Government is committed to creating a safe space to trial new ideas in all sectors, including energy. We commit to sharing good practice and lessons to encourage them to become common practice across the energy market.

“I never perfected an invention that I did not think about in terms of the service it might give others ... I find out what the world needs, then I proceed to invent”

Thomas Edison



ACTIONS

We will establish an independent Energy Consumers Commission for Scotland to give Scottish consumers a more powerful voice in Scottish and British energy policy.

In 2016, the Scottish Parliament was devolved powers for consumer advocacy for the energy sector amongst others. This means that we have power to shape how the consumer voice is represented to regulators, policy makers and industry. We will use these powers to bring the Scottish consumer voice into the increasingly technical and complex energy market by establishing a commission which is independent of government.

To understand the issues and to influence decisions, organisations will require technical regulatory and engineering knowledge of how the electricity and gas systems are designed, operated and funded. We are therefore looking closely at how to fund and deliver support and advice for consumers, communities and local authorities on issues such as networks charging, retail market price caps, smart meters and data privacy.

The Commission will also co-ordinate advocacy across bodies representing consumers, including citizen and community groups, front-line advisers, ombudsmen and grassroots organisations. It will strengthen the collective influence of these organisations. It will also provide a much stronger consumer voice to the Scottish Energy Advisory Board.

We will learn from innovative models in Scotland such as the Customer Forum for Water, as well as from further afield, including Energy Consumers Australia. We will begin establishing the Commission now with the aim of Consumer Scotland playing a role going forward.

We will bring together industry, consumer groups and Ofgem to develop an energy consumer charter for Scotland, which will set guiding principles to support the collective effort needed to address the issues that impact Scottish consumers.

Delivering a carbon neutral Scotland demands collaborative action: no single organisation can create and implement the solutions we need to deliver a fair and inclusive energy transition.

At present, there is no way of bringing together Scotland's energy supply and network companies and representatives with Ofgem and consumer groups in order to tackle the most pressing questions around whole-system energy issues such as: what do consumers want and need from the energy system – and what motivates them; how does digitalisation affect consumer engagement; and how can we ensure vulnerable consumers benefit from new technology.

That's why, building on the Scottish Energy Summits held in 2016 and 2018, the Scottish Government will lead efforts to develop a public-facing energy consumer charter for Scotland. The charter will set the guiding principles needed to collectively understand and address the issues that affect and matter to Scottish consumers. This will include tackling persistent issues such as the challenge of accessing the benefits of smart meters.

Through the charter, Scottish consumers will be able to trust that the market understands what they need – and crucially, consumers will be able to hold the market to account. Sharing good practice and innovation will form new collaborations and solutions for the benefit of all consumers. Once established, the Energy Consumers Commission for Scotland will take the lead on implementing and monitoring the charter.

We will consult widely to encourage lively public debate that allows the people of Scotland to shape their energy future.

The growing complexity of the energy system is a challenge for everyone and there is a real risk this could lead to poor outcomes for consumers, particularly those who are vulnerable. All organisations involved in how the system is developing need to work harder to make the implications of this change clear and accessible to everyone. This includes traditional stakeholders such as suppliers, network companies and the regulator, but also new players such as energy aggregators.

We will consult widely to encourage lively public debate that allows the people of Scotland to shape their energy future, building on the foundations laid through the development of Scotland's Energy Strategy. We will work with consumer groups and grassroots organisations to engage with people across Scotland in a variety of ways, including through focus groups as well as social media and online. Our engagement will help us to understand what concerns people, as well as where they see opportunities to do things differently.

The evidence and insights we gain during this consultation will be used to improve and tailor the support and advice the Scottish Government and partners provide to consumers on issues ranging from energy efficiency to electric vehicles- and in particular, to improve support for vulnerable consumers. We will also use insights to shape our policy and interventions.

We will take forward our engagement alongside similar initiatives by the Scottish Government's Just Transition Commission and Climate Change policy teams, and will share insights from our engagement widely.

We will legislate to introduce a statutory consumer duty on Scottish public authorities to place consumer interests at the heart of policy and regulatory decision-making, ensuring that consumer outcomes are reflected in the energy transition.

To deliver on Scotland's Energy Strategy and the goals therein, in a way that treats consumers fairly, we must understand and address consumer impacts and encourage positive behaviour change. The forthcoming Consumer Scotland Bill will introduce a statutory duty on public authorities, including the Scottish Government, to consider consumer impacts when taking strategic decisions and developing policy. The duty will ensure that:

- policy and regulatory decision-makers examine their policies at an early stage to determine potential impacts on consumers;
- there is increased meaningful consultation with consumers and consumer groups during policy development; and
- the impacts of policies are reviewed after implementation to reduce the risk that consumers are being unreasonably or unintentionally impacted.

The duty will help us to identify opportunities and challenges for consumers. For example, we are committed to phasing out the need for new petrol and diesel cars and vans by 2032. To do so, we recognise that we will need to tackle barriers to the widespread adoption of electric vehicles by consumers. For example, we are expanding Scotland's electric charging infrastructure between now and 2022, helping to make 'range anxiety' a thing of the past for Scotland's consumers.



We will continue to advocate to the UK Government and Ofgem on much needed reforms to the energy market. In parallel we will work to improve consumer outcomes where we have the powers.

The Scottish Government will continue to call on the UK Government and Ofgem to deliver the market reforms that we think are needed for Scotland's energy consumers. This includes enhancing support for renewable energy uptake by consumers as well as promoting increased engagement through the rollout of advanced smart meters so that all consumers can benefit, regardless of geography or circumstance.

Scotland's powers in consumer advice and advocacy also signal that it is time for a change in how we work with Ofgem. We will call for greater accountability regarding the critical decisions Ofgem makes that affect Scottish consumers, and we will continue to work constructively with the regulator to ensure that Scottish consumers receive full consideration.

We will invest in supporting new approaches to tackle energy affordability through our new Improving Consumer Outcomes Fund, to ensure that the energy market works for all consumers, including the most vulnerable.

We have previously committed to launching the [Improving Consumer Outcomes Fund](#) to test creative and innovative solutions to long-standing and detrimental consumer issues. Solving energy consumer problems will be a key focus for the Fund. We will draw on expertise from across the sector to identify consumer issues which would benefit most from targeted intervention. However, our initial ideas include:

- Building on the Scottish Government's [ShareLab Scotland](#) programme and [research](#) in Australia, how the principles of the sharing economy and future energy flexibility can be used to allow citizens to share or donate energy to those most in need.
- Creating a collective switch to help Scottish consumers save money on their energy bills, particularly those on low-incomes or living in rural and island communities. We will learn from the success of Ofgem's recent collective switching trials which resulted in more than one in five customers switching through a simplified process, saving customers on average around £300 a year.
- Exploring the viability of oil buying clubs for our most remote, rural communities in the Highlands and Islands and the South of Scotland to help people save money on their heating bills. This follows [research](#) by Citizens Advice Scotland which revealed the challenges faced by citizens who use oil to heat their homes.



We will explore ways to provide more holistic support to vulnerable energy consumers, including making it easier to access priority support and providing more help for consumers with energy debt.

Any one of us can, through a change in circumstances, become vulnerable at any time. When we find ourselves in a vulnerable situation, we depend on water and energy more than ever. Consumers are entitled to free extra help from energy and water companies through priority registers. We know that awareness of these registers is not as high as it should be in Scotland, with the proportion of consumers on registers substantially lower here than in other parts of Great Britain.

We commit to build on the findings of research by [Citizens Advice Scotland](#) and to work with Scottish utilities companies, the Citizens Advice Service, Ofgem and Scottish Water to explore ways to raise awareness of the support available. We will look at whether existing innovation funds can be used to find ways to make signing up simpler.

Additionally, much more needs to be done to help those in financial difficulty. Ofgem's [latest figures](#) show that while 2.2 per cent of Scottish electricity consumers and 2.5 per cent of gas consumers are in debt, many more have no arrangement to repay their debt. We also know that consumers with debts of more than £600 can, and often do, find it much harder to get back to financial stability.

Many organisations, including StepChange, Citizens Advice Scotland and the Extra Help Unit, already offer invaluable support to those with energy debt. We want to understand if our new devolved responsibility for debt advice offers scope to increase support for consumers with energy debt. We commit to bring together stakeholders to understand what works at the moment and how we can build on this to offer more holistic support.

We will develop an interactive data hub to provide the most comprehensive picture possible of the experience of Scottish energy consumers.

To effectively target policies and monitor our impact, we need to be able to access and use data that provides a comprehensive picture of the reality for Scottish energy consumers. Currently, there are gaps in understanding which consumers switch suppliers and tariffs and their motivations for doing so, and knowing where off-grid gas consumers are located.

As committed to at the 2018 Scottish Energy Summit, we will continue to work alongside Ofgem to make best use of data for the benefit of consumers. Wherever possible we will include regional data. This will be especially useful to build an understanding of consumers' experiences across Scotland, particularly in the Highlands and Islands and South of Scotland. Establishing an interactive data hub will help us to represent the needs of consumers more effectively than ever before.

I never worry about action,
but only about inaction.

Winston Churchill



MONITORING AND REPORTING

We will develop a framework to evaluate progress towards the building blocks and actions set out in this plan. It is essential that the action plan remains responsive to people's expectations and that we are targeting the right issues. To do this, we will introduce a system for obtaining insights and evidence from the energy regulator, consumer and community groups. This builds on the work of the 2018 Scottish Energy Summit and our continued engagement with Ofgem to improve the quality and accessibility to Scottish data.

To support delivery of Scotland's Energy Strategy, we committed to publish an Annual Energy Statement setting out the latest energy statistics; progress made towards targets; developments under each of the six strategic priorities; changes within the UK energy market and international frameworks; and an assessment of technological changes and advances with a bearing on Scotland's energy system. Since the publication of the Energy Strategy, we have and continue to advance actions under the Consumer Protection and Engagement Priority. Further details on work to date can be found in the [Annual Energy Statement 2019](#), and we will report on the success of this Action Plan in future statements.

“The reality is that the energy consumer of tomorrow is already here, walking amongst us”

Matthew Vickers, Chief Executive and Chief Ombudsman, Energy Ombudsman

NEXT STEPS

[Greener Scotland](#) is a one-stop website for live greener. It is packed with news, hints and tips to help you greener and to help create a cleaner, Greener Scotland.

[Home Energy Scotland](#) is Scotland's leading organisation delivering impartial advice on energy saving, keeping warm at home, renewable energy, greener travel and more. Home Energy Scotland's expert advisors offer free, impartial advice. It is funded by the Scottish Government and managed by the Energy Saving Trust.

The Scottish Government makes it as easy as possible for those who wish to express their opinions on a proposed area of work to do so. All past, present and future consultations can be accessed via the [Consultation Hub](#). We are currently consulting on [the future of low carbon heat for off gas buildings](#) and [Energy Efficient Scotland](#) and would like to hear your views.

To get involved and help shape the future energy system contact the Consumer Policy and Interventions Team at ConsumerandCompetition@gov.scot



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