

ENERGY STRATEGY E-BULLETIN

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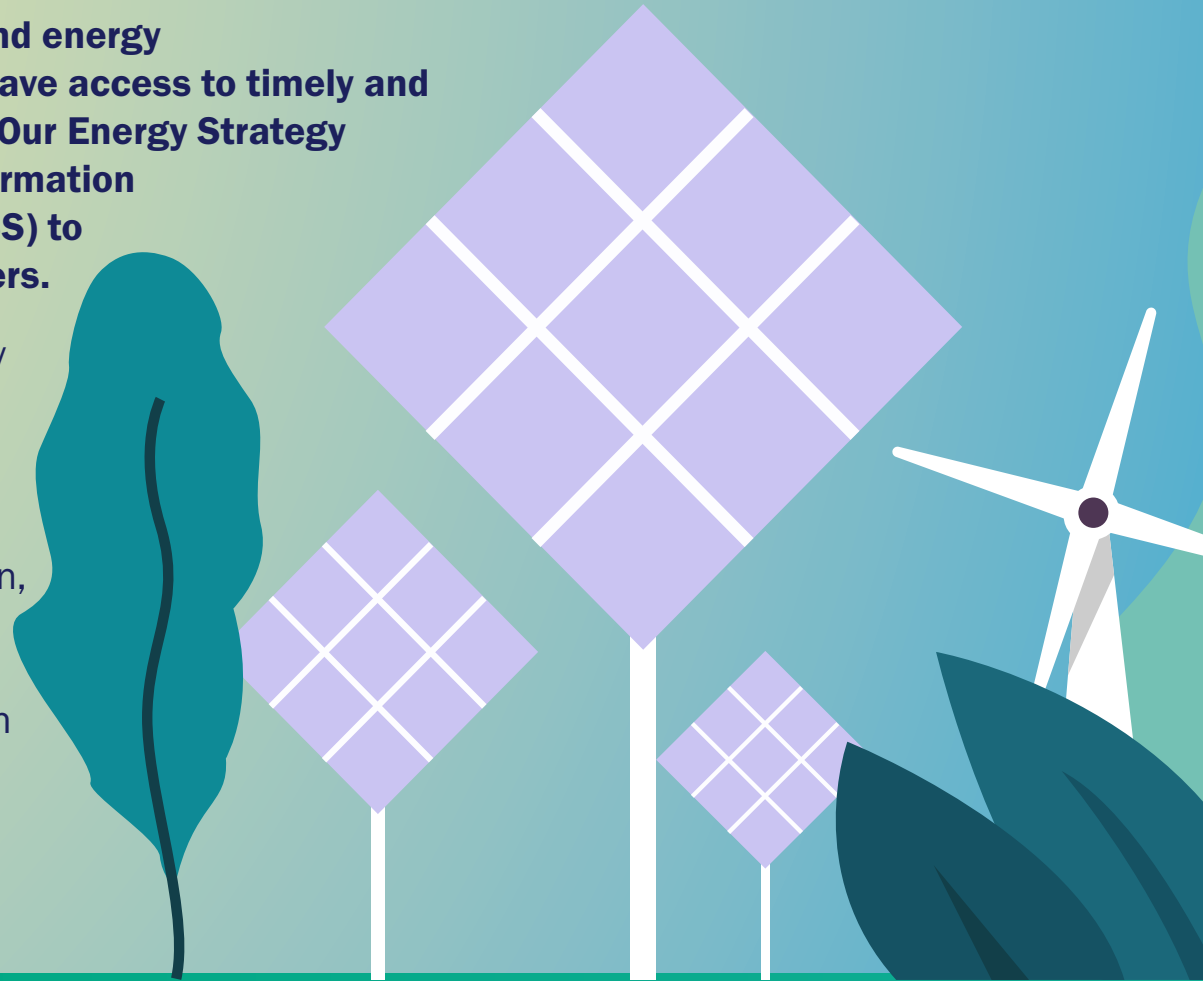
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WELCOME TO THE ENERGY STRATEGY E-BULLETIN

As we travel along the Path to Net Zero Energy – and energy decarbonisation – it is important that consumers have access to timely and reliable information to help make energy choices. Our Energy Strategy recognises the importance of providing energy information and commits us to developing a One Stop Shop (OSS) to deliver trusted information and support to consumers.

As we move towards the winter period and our energy use naturally increases, there is a pressing need for immediate information and advice on how to reduce our energy use.

This edition highlights the One Stop Shop consultation, which launched on 27th October and the energy animations, which were recently launched as part of our winter energy information campaign, along with the Consumer Council and the Utility Regulator.



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ENERGY ONE STOP SHOP CONSULTATION LAUNCHED

The Department for the Economy (DfE) has launched a consultation for an Energy One Stop Shop.

The one stop shop aims to be a single point of contact where consumers, communities and businesses can receive information, advice and support about energy issues.

The need for a One Stop Shop

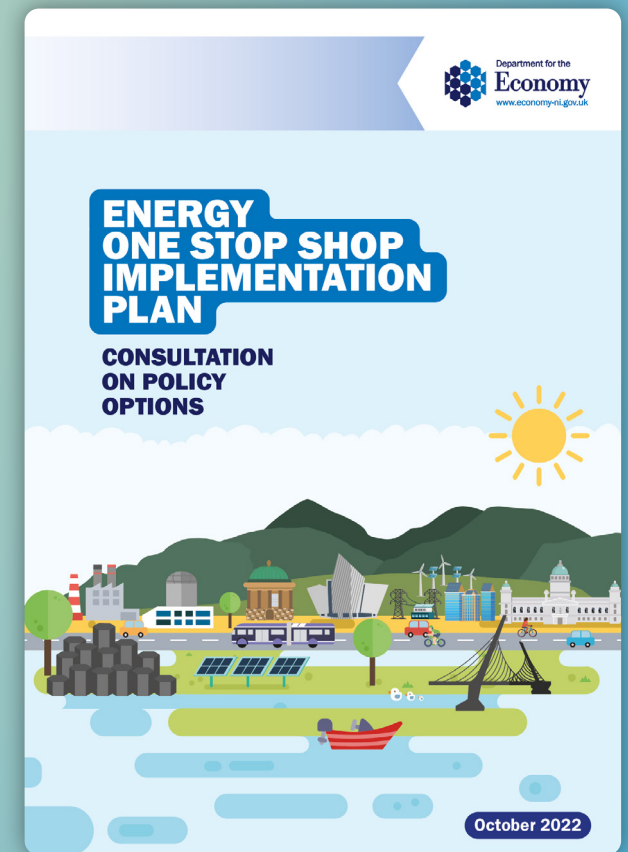
Many domestic and business energy consumers would like to know more about energy efficiency, renewable energy and low or zero carbon technologies, but are unsure of where to begin. A one stop shop providing information, advice and support can help people and businesses along the net zero journey by:

- Providing a trusted source of appropriate, tailored information and support;
- Simplifying the process for consumers to get access to new technology; and

- Adopting a holistic approach to engagement and service delivery through forging links with building owners, District Councils and installers.

With energy prices at an all-time high, many people are keen to get information on energy efficiency and new energy technology as soon as possible.

To address this, the DfE consultation proposes launching a pilot One Stop Shop service in 2023, subject to the consultation feedback and indeed funding, which will initially offer core services including information and advice and will phase in additional services as specific energy decarbonisation policies and support schemes are developed.



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ENERGY ONE STOP SHOP CONSULTATION LAUNCHED *(continued)*

The service will eventually be available to all domestic consumers and non-domestic consumers, including SME businesses and community energy groups. It will have special regard to the needs of vulnerable consumers.

This approach is being developed with significant collaboration and engagement across government, industry and energy consumers.

To find out more...

The consultation launched on **27th October 2022** and closes on **Friday 20th January 2023**.

It is available to view on the [Departmental website](#).

It is also available to view the online public consultation portal via [Citizen Space](#).



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MINISTER LAUNCHES ENERGY INFORMATION RESOURCES TO HELP CONSUMERS THIS WINTER

Economy Minister Gordon Lyons has launched a series of consumer information videos to provide energy information and advice for households this winter.

The animations outline practical actions householders can take to help alleviate the impact of energy price rises. They are part of an energy information campaign involving the Department for the Economy, the Consumer Council (CCNI) and the Utility Regulator.



Minister launches energy information resources to help consumers this winter.

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MINISTER LAUNCHES ENERGY INFORMATION RESOURCES TO HELP CONSUMERS THIS WINTER *(continued)*

Speaking at the launch of the animations at the Consumer Council Offices, Minister Lyons said:

“Households are currently facing unprecedented energy costs, coupled with rising food and fuel bills as inflation hits record levels. Rising energy costs will impact household budgets this winter when our energy use naturally increases.

“Households will receive the £400 energy payment from the UK Government to help with price rises but there are also measures people can take to help control their energy use. This series of consumer information videos are aimed at providing helpful advice during this difficult time.”

The four consumer information videos cover the following subjects:

1. Why are energy prices rising?
2. How can households prepare for winter?
3. How is Northern Ireland different to Great Britain?
4. How will the Path to Net Zero Energy Strategy help?

Consumer Council Chief Executive, Noyona Chundur highlighted the work the organisation is doing to empower and protect consumers:

“The videos released today are an important reminder that there are small things we can do at home to make the money we spend on energy go further. In addition, the Consumer Council continues to work hard to help consumers. Through our front-line services, we provide support, advice, and complaint handling services. Through our outreach work, we meet and work with consumers across Northern Ireland ensuring they have the information they need to make informed decisions about their energy use.

“We are pleased that our online price comparison tools which help consumers compare electricity and gas prices, see average oil, petrol and diesel prices, have been used over 361,000 times over the past two years. We will continue to work with energy companies to encourage continuous improvement in their customer service standards and support for consumers in vulnerable situations.”

Please choose your energy type



Start

MINISTER LAUNCHES ENERGY INFORMATION RESOURCES TO HELP CONSUMERS THIS WINTER *(continued)*

As well as four animations, the energy information campaign will include a series of Energy Consumer Toolkits providing advice and guidance on electricity, natural gas and heating oil, as well as advice on energy efficiency and making your home warmer this winter.

Utility Regulator Chief Executive, John French said:

“Due to the unprecedented rises in international wholesale energy costs, consumers in Northern Ireland need all the help they can get this winter. The consumer information videos provide consumers with practical help on how they can reduce their energy bill.

“We are also working with energy suppliers to ensure they are doing all they can to support their customers this winter. For those consumers who are worried about their energy cost; we would always encourage them to contact their energy supplier. All energy suppliers must take account of an individual’s circumstances and discuss the support options available to them.”

The consumer information videos can be found at: [Energy information campaign | Consumer Council](#) alongside practical resources to help households save on their energy bills this winter.

**Compare electricity and gas prices at
www.consumerCouncil.org.uk**

