Power to everyone:
Your guide to energy in the UK
Energy UK represents the energy industry - from established gas and electricity suppliers and generators, to **new and innovative market entrants** which now make up over half of our membership.

Our **90-plus members** produce energy from renewable sources, as well as nuclear, gas and coal, and **power 27 million homes** and every business in Britain.

The energy sector is undergoing rapid change as we transition to a digital, decarbonised and dynamic future that puts consumers and businesses in control of their energy use.

As we build a dynamic low-carbon industry for the country, Energy UK and its members stand ready to deliver the infrastructure and investment required to ensure our energy needs are delivered at the lowest cost.

We look forward to working with the Government to ensure the energy market works for all consumers.

Energy UK is proud to be accredited with the Investors in People Standard and is a London Living Wage Employer.
The energy industry adds £87bn to the British economy, equivalent to 5% of GDP, and pays £5.5bn in tax annually. The industry supports one in 49 jobs in the UK.

54% decrease in emissions on 1990 emissions levels.

2.2 million people have already switched energy supplier in 2017.
Investment and jobs

The energy sector supports, directly and indirectly, **over 637,000 jobs in every corner of the UK**, with each employee in the energy industry alone contributing the equivalent of £181,000 to the economy.

Our members also provide quality **apprenticeships and training** for those starting their careers.

The energy sector is **investing over £17bn** per annum, representing approximately 10% of all investment in the UK.

To deliver the required £180bn of investment in generation and networks by 2030, energy companies need long-term policy stability from government.

**Young Energy Professionals - building a world-beating workforce**

Energy UK’s Young Energy Professionals Forum, sponsored by EY, drives the development of young people across the whole industry.

The network provides opportunities to collaborate, improve and recognise success through topical events, access to industry leaders and site visits. Our membership has grown beyond 1,450, spanning 270 different companies.
The Uniper Engineering Academy, based near Nottingham, offers purpose-built facilities delivering bespoke training programmes - from gas turbine maintenance to smart meter installation - to match energy business needs anywhere in the world. 600 courses were delivered in 2016 to 4,000 delegates, and this year, the Academy won accreditation as an approved provider under the Government's new apprenticeship levy programme.
The future

The energy sector is in a period of rapid change as we transition to a digital, diverse and decarbonised future that meets customer needs at the lowest cost.

A smart meter revolution is underway, with every home to be offered a smart meter by 2020. Energy UK is working with government and suppliers to maximise efficient delivery, ensure a positive customer experience and highlight the benefits of smart meters.

Smart meters show consumers exactly what they’re spending in pounds and pence, in near real time. This will mean an end to estimated billing, enable easier switching and give customers a greater understanding of their energy use, helping them save energy and money.

We believe improving the energy efficiency of UK homes should be a national priority. This is central to achieving the UK’s 2030 fuel poverty and 2050 carbon reduction targets.

Eight out of ten customers who have a smart meter would recommend them to a friend or family member.
Well-functioning markets

Increasing competition in the retail market is delivering better outcomes for consumers. An ever-increasing number of people are switching supplier every year.

Almost five million customers changed energy supplier in 2016 - up by a quarter (26 percent) on 2015. 2.2 million customers have already switched this year.

The number of suppliers active in the market has doubled from 25 in April 2014 to 50 today.

The industry introduced the **Energy Switch Guarantee** last year to provide greater confidence for customers when switching supplier and show it is simple, speedy and safe to switch.

The Energy Switch Guarantee now covers over 74% of the market.

Recent research for the Energy Switch Guarantee shows **nine in ten (89 percent) people were satisfied with the overall switching process.**

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ScottishPower’s ‘PowerUp’- transforming the way to buy energy

To help people understand how their bill is calculated, ScottishPower launched a new way to buy energy. For the first time, consumers can purchase ‘days’ of gas and electricity with an app that allows them to keep an eye on their gauge and manage their usage.

Customers buy packages lasting from one day to one month, up to 180 days upfront, at a set price. There is no ‘standing charge’ for customers paying via PowerUp, so if no energy is used on a given day, no charges are applied.
Combating fuel poverty

No one should have to worry about heating or powering their home. The energy industry provides a wide range of targeted support to assist those who may be struggling with their energy bills.

In 2014/15 energy companies spent in excess of £15 million on direct debt assistance to help households reduce or cancel energy debts via supplier trust funds\textsuperscript{x}.

Energy UK’s new \textbf{Prepayment Meter Principles} commit energy suppliers to making sure their customers can successfully work their meters and provide financial support and debt advice for those at risk of disconnection. This now covers more than 90 per cent of prepayment meter customers.

In addition, this year five energy companies are collectively providing Citizens Advice with £1.4 million to deliver Energy Best Deal sessions, which offer bespoke advice to customers on how to keep energy costs down.

\textbf{EDF Energy - fighting fuel poverty}

EDF Energy works with Citizens Advice Plymouth to advise customers who are struggling to pay for their energy. It has helped over 8,000 customers get access to impartial debt advice, increasing household incomes by nearly half a million pounds. EDF Energy is also helping indebted customers by proactively calling them and discussing the packages of support available in advance before a large debt has built up on their account or they face debt collection activity. The independent EDF Energy Trust has awarded over £16 million since 2003 to help people who are struggling to pay for their energy use.
The npower Fuel Bank launched in April 2015 and aims to remove the stark choice between heating and eating. It has now issued around 28,500 energy vouchers for foodbank users with prepayment meters, many of whom have gone without heat or electricity to save money. It currently runs in 13 areas and 61 foodbank centres across the country. To date, of the 60,000 people helped, around 23,500 were children.
Helping vulnerable customers

Energy companies provide a huge amount of help and support for vulnerable consumers – allocating **£320 million to vulnerable and low-income consumers** in 2016.

Support includes energy efficiency measures, bill rebates and trust funds to help those in debt. In 2015/16 alone, **two million vulnerable consumers received the Warm Home Discount**, a £140 rebate on their electricity bill.

Energy suppliers maintain a priority register of 3.6 million electricity and three million gas customers who are pensioners, disabled or chronically sick and/or have a hearing or visual impairment. These customers are given priority when reconnecting supply after a power cut, and are offered other means of non-financial support including free gas safety checks, free quarterly meter readings and energy advice.

**npower’s Macmillan Fund**

npower’s Macmillan Fund supports people living with cancer by capping energy bills and writing off debt. So far npower has provided nearly £5 million and helped over 4,450 customers. npower also funds a team of Energy Advisors on the Macmillan Support Line, offering support and advice for people living with cancer.

**npower Health Through Warmth**

npower’s Health Through Warmth (HTW) scheme helps vulnerable, low-income clients who have long-term health conditions and inadequate heating or insulation. Over the last 17 years the scheme has helped more than 70,000 people and provided assistance worth £87.7 million, including £13.4 million from npower’s own HTW Crisis Fund.
Britain’s six largest energy suppliers have signed up to Energy UK’s Safety Net for vulnerable customers. They have pledged to never knowingly disconnect a vulnerable customer at any time of year, where for reasons of age, health, disability or severe financial insecurity that customer is unable to safeguard their personal welfare or the personal welfare of other members of the household.

Britain’s eleven largest energy suppliers deliver energy efficiency measures to householders via the Energy Companies Obligation. By October 2016, around 190,000 wall insulation measures had been installed.

SSE – engaging with sign language users

SSE was the first energy supplier in the UK to launch a SignVideo service, giving customers who use British Sign Language (BSL) the chance to have ‘real time’ conversations with its customer service teams – revolutionising the way BSL users can interact with the company.

This service means the 150,000 people who use BSL in the UK can now choose to contact SSE live in a quick and effective way.
British Gas – Dementia Friends

British Gas rolls out its Dementia Friends programme through a network of more than 50 volunteer champions, using a learning package developed with the Alzheimer’s Society and Alzheimer Scotland. Over 10,000 colleagues have become Dementia Friends, with a further 10,000 expected to participate.

The Prime Minister’s Dementia Challenge Group has asked British Gas to lead the creation of best practice guidelines for the whole of the utility sector, including water and telecoms as well as energy.
Our commitment to customer service

Driving up standards of customer service is a priority for the energy industry – and strong action is being taken to empower consumers.

**Complaints fell by 1.3 million** in 2016 according to data collected by the Energy Supply Ombudsman\(^\text{x}\).

Energy UK has coordinated a number of Industry initiatives to help improve the service customers receive. Suppliers have signed up to a Code of Practice for Accurate Bills which strengthens standards of performance and consumer confidence.

**Spark - investing in customer service skills**

Spark, the leading energy supplier for tenants, letting agents and landlords was amongst the first to launch live chat, 24/7 self-service and smart phone apps.

Last year they opened the Spark Academy – an in-house training school in the Scottish Borders where staff learn how to raise the customer service bar to new heights.

The Academy works with local schools running teacher insight sessions and careers nights for pupils. Spark is a member of the Developing Young Workforce Industry Group, investing time and expertise in helping to improve the job prospects of young people in the Scottish Borders.
Putting health and safety first

The energy industry is at the forefront of health and safety standards and takes the safety of customers and staff extremely seriously. Energy UK and its members have an extensive programme of work to identify and share best practice across industry.

All engineers undergo extensive training to achieve the required qualifications and competencies before they are allowed to install or work on any type of gas or electricity meter.

Carbon Monoxide Be Alarmed!

Carbon Monoxide – Be Alarmed! is the national campaign run by Energy UK on behalf of the energy sector to reduce the number of deaths and injuries caused by carbon monoxide poisoning.

According to the Department of Health, 50 people die each year from carbon monoxide poisoning and another 4,000 are treated in hospital.

Almost 27 million people are at risk of carbon monoxide (CO) poisoning, with 52 percent saying they do not have a CO alarm fitted in their home. Carbon monoxide is a silent killer – you cannot see it, taste it or smell it.

Protect yourself, and your family, by following the simple ABC checklist.

For more information visit
www.co-bealarmed.co.uk  @COBeAlarmed
## Our members

### Corporate members

- AES UK HQ
- Bristol Energy
- Calon Energy
- Carron Energy
- Centrica Energy
- Corby Power
- CRF Hydropower
- Co-Operative Energy
- Dong Energy
- Drax Group
  - Drax Biomass
  - Drax Power
- Haven Power
- Ecotricity
- E.ON UK
- EDF Energy
- EP Invest
- Eggborough Power
- Low Carbon
- Lynemouth Power
- ENGIE
- ESB
- Flow Energy
- Garbhaig Hydro Power Company
- Good Energy
- Innogy
- InterGen
- Jersey Electricity
- Manx Utilities
- National Grid
- Natural Power
- Nuclear Decommissioning Authority
- Opus Energy
- Ovo Energy
- RES
- RWE npower
- ScottishPower
- Smartest Energy
- Spark Energy
- SSE
- Statoil
- UK Power Reserve
- Uniper
- Utility Warehouse
- Vitol/VPI Immingham

### Corporate associate members

- Allen and Overy
- British Hydropower Association
- Buglass Energy Advisory
- Mr N Bryson
- CGI
- China Light and Power
- Chubu Electric Power Co
- Cornwall Energy
- Deloitte
- DNV KEMA
- Doosan Babcock Energy
- Eaga Charitable Trust
- EDF Trading
- Electroroute
- Elexon
- Energyhelpline
- Energylinx
- EnerNOC UK
- EPEX SPOT
- ESCP Europe
- Extra Energy
- Fichtner Consulting Engineers
- EY LLP
- GE
  - Alstom Power Service UK
- Gentrack
- Green Frog Power
- Horizon Nuclear Power
- Japan Electric Power Information Centre (JEPIC)
- Latcham Direct
- Local Waste Solutions
- Marsh UK
- Met Office
- Mott MacDonald
- Nord Pool
- NorthConnect JV
- NuScale Power
- Osaka Gas
- Passiv Systems
- Pöyry Management Consulting (UK)
- PWC
- Ruddle Merz
- RSK
- Sapient
- SENER Engineering
- Siemens
- SGN

### Life members

- Mr M Bowden
- Mr N Bryson
- Dr T Cocker
- Dr P Jackson
- Dr K Miller
- Mr R Rigg
- Dr S Riley
- Mr F Wiggin
Useful information

Customer helplines

**Power cut?** In the event of a power cut, call 105 free of charge. You will be put through to your local network operator who can give you help and advice.

**Smell gas?** Call the Gas Emergency Service on 0800 111 999 immediately.

**Struggling to pay bill?** If you’re struggling to afford your gas or electricity bill, contact your supplier as soon as possible.

Citizens Advice consumer helpline: 03454 04 05 06

Notes