## Call for Evidence Response Template

### In order to respond to this Call for Evidence, please complete the tables below.

### You only need to answer the questions that are most relevant and important to you.

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| **Respondent details** |
| Company / Organisation |  |
| Type of organisation / Sector |  |
| Address |  |
| Respondent name |  |
| Job title |  |
| Phone number |  |
| Email address |  |

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| **Response to Call for Evidence** |
| **Drivers of change** |
| **Topic**: Drivers of change | **Question number**: 1 | **Question**: Which of the key drivers outlined present the largest impact for you or your organisation? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 2 | **Question**: In addition to the key drivers mentioned (distributed energy resources; increasing popularity of electric vehicles; development of battery technology; the emerging market for energy aggregators; and digitisation and data usage), are there any others that you consider to be a significant factor in affecting future electricity use? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 3 | **Question**: Do you consider that economy and efficiency should continue to be key factors in the Utility Regulators role in the transition process? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 4 | **Question**: Which of the key drivers outlined do you think present the largest impact for Northern Ireland specifically – and why? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 5 | **Question**: How important and valuable do you consider energy aggregators to be? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 6 | **Question**: In what ways could the electricity market in Northern Ireland be changed to make better use of energy aggregators? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 7 | **Question**: Do you think that digital technology, which offers customers live information on consumption and bills, is necessary for tariffs to provide adequate pricing signals? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 8 | **Question**: Is there existing technology in NI that could be used enable more efficient transition? |
| **Response**: |
| **Topic**: Drivers of change | **Question number**: 9 | **Question**: If changes were made to tariffs, should this wait until all customers have access to up-to-date technology that allows the change to have maximum impact? |
| **Response**: |
| **Tariff reform options** |
| **Topic**: Tariff reform options | **Question number**: 10 | **Question**: Different tariff structures place emphasis on different factors such as cost-reflectivity, managing peak demand, simplicity, reducing price volatility, and providing more information to customers. Which objectives do you think tariffs should be designed to prioritise? |
| **Response**: |
| **Topic**: Tariff reform options | **Question number**: 11 | **Question**: With regard to non-discrimination and cost reflectivity, are there deficiencies in the current tariff system which could be remediated? |
| **Response**: |
| **Topic**: Tariff reform options | **Question number**: 12 | **Question**: Do you think there are factors other than price that effectively incentivise consumers to change their behaviour? Which of these (including price) would you expect to be the most powerful incentive? |
| **Response**: |
| **Topic**: Tariff reform options | **Question number**: 13 | **Question**: Do you think that tariffs should be more tailored to individuals’ energy usage, or be more a reflection of overall demand? |
| **Response**: |
| **Topic**: Tariff reform options | **Question number**: 14 | **Question**: Because there are fixed costs to using the grid, costs are not exactly proportionate to consumption. Do you think that tariffs should be more reflective of the service that is being provided through the network connection? |
| **Response**: |
| **Topic**: Tariff reform options | **Question number**: 15 | **Question**: To what extent do you think tariff structures should rely on new modern technology and data capabilities? |
| **Response**: |
| **Approaches to managing the transition** |
| **Topic**: Approaches to managing the transition | **Question number**: 16 | **Question**: Would you expect tariff reforms to be introduced quickly over a short time period, or to be eased in gradually? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 17 | **Question**: Would you expect tariff reforms to be applied to all consumers, or only certain subgroups or a certain proportion? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 18 | **Question**: Do you have views on whether new tariff structures should be opt-in, opt-out, or mandatory? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 19 | **Question**: In addition to (i) opt-in / opt-out, (ii) offering a choice from a range, or (iii) gradually phasing in a new system, are there other methods of offering new tariffs to customers that should be considered? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 20 | **Question**: Do you think consumers would respond positively, if offered a range of options, or should one type of tariff be used for everyone? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 21 | **Question**: Do you have views on whether consumers could modify their behaviour, if the incentive to do so was right? Or are usage patterns largely fixed by factors outside of their control? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 22 | **Question**: There are a range of options for monitoring the impact of reforms, such as surveys, analysis of complaints, billing questions, and usage monitoring analysis. Which do you think would be most effective? |
| **Response**: |
| **Topic**: Approaches to managing the transition | **Question number**: 23 | **Question**: Should consumers be protected from large bill increases caused by the reforms even if this needs to be funded by a cost elsewhere? If so, how long should the protections be in place for? |
| **Response**: |
| **Customer engagement and market understanding** |
| **Topic**: Customer engagement | **Question number**: 24 | **Question**: How engaged do you think consumers currently are on their energy usage and tariffs? For example, are they more, less, or adequately engaged relative to what would be expected? |
| **Response**: |
| **Topic**: Customer engagement | **Question number**: 25 | **Question**: Would you identify particular demographics as having lower engagement? If so, why is this the case? Is it more due their own unwillingness to engage, or that the market is not very accessible? |
| **Response**: |
| **Topic**: Customer engagement | **Question number**: 26 | **Question**: Do you have views on best method to engage customers more? |
| **Response**: |
| **Topic**: Customer engagement | **Question number**: 27 | **Question**: Should unengaged customers be encouraged to increase their understanding of the market, or can they be trusted to opt-in? |
| **Response**: |
| **Topic**: Customer engagement | **Question number**: 28 | **Question**: At what stage in the reform process would it be optimal to engage consumers and (how) should this vary over time? |
| **Response**: |
| **Other challenges and risks** |
| **Topic**: Other challenges and risks | **Question number**: 29 | **Question**: Are there any unique features of the Northern Ireland electricity distribution market that are particularly important to account for in the transition? |
| **Response**: |
| **Topic**: Other challenges and risks | **Question number**: 30 | **Question**: There are a number of examples of tariff reform that have taken place in other countries. Are there specific examples that can be closely compared to the market in Northern Ireland? How important is it that the adopted reform approach is one that has been tried and tested elsewhere? |
| **Response**: |
| **Any other comments** |
| **Please provide any other comments**: |

## How to respond

### Representations may be made on or before 5pm on 16 August 2021. Responses can be sent in writing to or by emailing:

### Alan Craig

### The Utility Regulator

### Queens House

### 14 Queen Street Belfast

### BT1 6ED

### e-mail: alan.craig@uregni.gov.uk

### and

### e-mail: Electricity\_Networks\_Responses@uregni.gov.uk

### Our preference is for responses to be submitted by e-mail.

## Confidentiality

### Please note that we intend to publish all responses unless marked confidential. While respondents may wish to identify some aspects of their responses as confidential, we request that non-confidential versions are also provided, or that the confidential information is provided in a separate annex.

### As a public body and non-ministerial government department, the Utility Regulator is required to comply with the Freedom of Information Act (“FOIA”). The effect of FOIA may be that certain recorded information contained in consultation responses is required to be put into the public domain. Hence it is now possible that all responses made to consultations will be discoverable under FOIA, even if respondents ask us to treat responses as confidential. It is therefore important that respondents take account of this. In particular, if asking the Utility Regulator to treat responses as confidential, respondents should specify why they consider the information in question should be treated as such.

### The Utility Regulator has published a privacy notice for consumers and stakeholders which sets out the approach to data retention in respect of consultations. This can be found at https://www.uregni.gov.uk/privacy-notice or, alternatively, a copy can be obtained by calling 028 9031 1575 or by email at info@uregni.gov.uk.

### This paper is available in alternative formats such as audio, Braille etc. If an alternative format is required, please contact the office of the Utility Regulator to request.