

Domestic Energy Efficiency Advice Code of Practice

Energy Supplier Case Study: ScottishPower

Delivering energy efficiency advice to customers is a licence condition for all energy suppliers, and one that ScottishPower takes seriously. Customers call their Freephone helpline number with all sorts of queries – from running costs and energy efficiency improvements, to renewable energy advice and grant availability.

ScottishPower represents energy suppliers on the Energy Advice Providers Group (EAPG) of the Energy Efficiency Partnership for Homes¹, the Group that initiated and developed the Advice Code of Practice. Being involved from the beginning, ScottishPower were keen to show their support for the Code, and were the first energy supplier to be fully compliant with its standards.

The decision to sign up to the Code was recommended by Gordon Gilmour, the Technical Services Team Manager, and endorsed by Senior Management within ScottishPower. “The Code of Practice assure customers of quality energy efficiency advice across the industry – whether it be from an energy supplier, retailer or installer,” says Gordon, “and we’re proud to be involved”.

ScottishPower signed up to the Non-Face-to-Face section of the Code, as well as the generic ‘Heart’, reflecting the way in which they provide energy efficiency advice – over the phone, in writing and on their website.

The application process was straight forward, with ScottishPower already achieving many of the standards set out in the Code. Going through the standards in the Code gave the Energy Efficiency Team an opportunity to review their written procedures, and some, such as continuity of service should team members leave, were formalised. The Code of Practice is now embedded with ScottishPower’s own Helpline Code of Practice, and also comes under their ISO9001 quality assurance standards.

“The Code is a nationally recognised quality standard for energy efficiency advice and will raise standards across the industry, which can only be good for

customers,” continues Gordon. “It also opens up communication routes for us with other energy efficiency advice providers, and helps us to keep up to date with advances in the industry.”

The Code of Practice is communicated to ScottishPower staff in team talks and monthly training sessions, as well as on the company intranet. There is also high-level buy-in for the Code of Practice from the Directors.

Ofgem, the regulator of Britain’s gas and electricity industries, is also supportive of the Code of Practice. Dave Barnes, Head of Social Issues, represents Ofgem on the EAPG and encourages energy suppliers to sign up to the Code. “Ofgem mystery shops the energy efficiency advice that energy suppliers provide,” explains Dave. “The Code of Practice can help them review their practices and to raise the quality of their service. Ofgem is keen to see all energy suppliers sign up to the Code of Practice, and to set an example to the rest of the energy efficiency advice industry.”

Gordon Gilmour agrees: “ScottishPower aim to be recognised as the leading advice provider amongst energy suppliers. Adhering to and, where possible, exceeding the guidelines laid down in the Code of Practice will help us achieve this goal.”



The ScottishPower Energy Efficiency Team

Call 0800 33 22 33 to speak to the ScottishPower Energy Efficiency Team, or visit www.scottishpower.co.uk for further information.

For more information about the Code of Practice, visit www.goodenergyadvice.org.uk or call 08700 667 620.

¹ See www.est.org.uk/partnership