

01 December 2014



Alun Ffred Jones AM
Chair, Environment & Sustainability Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA

Dear Chair

Thank you again for inviting me to provide oral evidence at the recent session on the inquiry into Fuel Poverty and Energy Efficiency in Wales. As requested, I am writing with additional Wales-specific disaggregated data and points of clarification.

SSE pre-payment meters in Wales (as a proportion of UK total- 2014)

Wales	UK	Wales as % of total
216,592	1,128,650	19.1%

Number of SSE customer home visits in Wales (as proportion of UK total- 2013/14)

Wales	UK	Wales as % of total
9,000	64,000	14.1%

There are also three further points of interest I would like to briefly address in the context of this investigation, at which we did not arrive organically during the evidence session:

National Pricing - Customers in Wales currently pay more for their electricity than other parts of Britain due to regional network charges. North Wales is the second most expensive region out of 14, and South Wales is third. SSE is calling for the Regulator and Government to flatten these charges across the UK so that everyone pays a fairer amount wherever they live, saving Welsh customers around £30-40 per year.

Funding Schemes Fairly - Funding policies such as ECO through energy bills is regressive and can mean that the most vulnerable customers pay proportionately more than others. SSE want to see these costs shifted into means-tested taxation so that those least able to afford to pay for such schemes are sheltered from the burden, including those living in rural off-gas grid areas, who effectively pay 'twice' for schemes from which they will not necessarily benefit.

Fuel Poverty Agency - SSE believe that the creation of a Fuel Poverty Agency would resolve many of the issues highlighted in the inquiry evidence relating to data-sharing. A single cross-departmental body would also be better able to find customers and make better assessments of



need than energy companies, and would have a range of tools for improving peoples' circumstances, far exceeding those offered by energy companies.

Site Visit - Finally, our frontline customer service provision has been highlighted in an earlier evidence session as an example of industry best practice, and I reiterate my invitation to the committee members to visit the site in order to meet our staff and see first-hand some of the assistance we provide.

If you require anything else please let me know, I look forward to seeing the committee's final report.

Yours sincerely

Dr Gareth Wood
Head of Collections
SSE

