

Appendix B - new consumer journey (section 4.2-4.3)

The screenshots are for illustrative purposes only, and to gain feedback on early designs of the consumer journey for the new tool. The detail, including text and data, is provided as an example and the final design of the tool will reflect the decisions regarding what information will be included in the tool. Please note that there are no illustrations provided for the alternative scoring system (see appendix D). Once development begins on the tool, designs will change and stakeholders will be given an opportunity to view and test these.

Energy supplier comparison tool - front page

The front page of the tool will be accessed on the Citizens Advice website. Image 1 shows the type of information the front page of the tool may show, including a list of suppliers ranked from highest to lowest performance, supplier performance against each individual metric and an overall performance rating. Image 2 and 3 are examples of additional features that could be included e.g. how a supplier's performance has changed between quarters (image 2) and how the highest or average ranking performance could be displayed (image 3).

Image 1

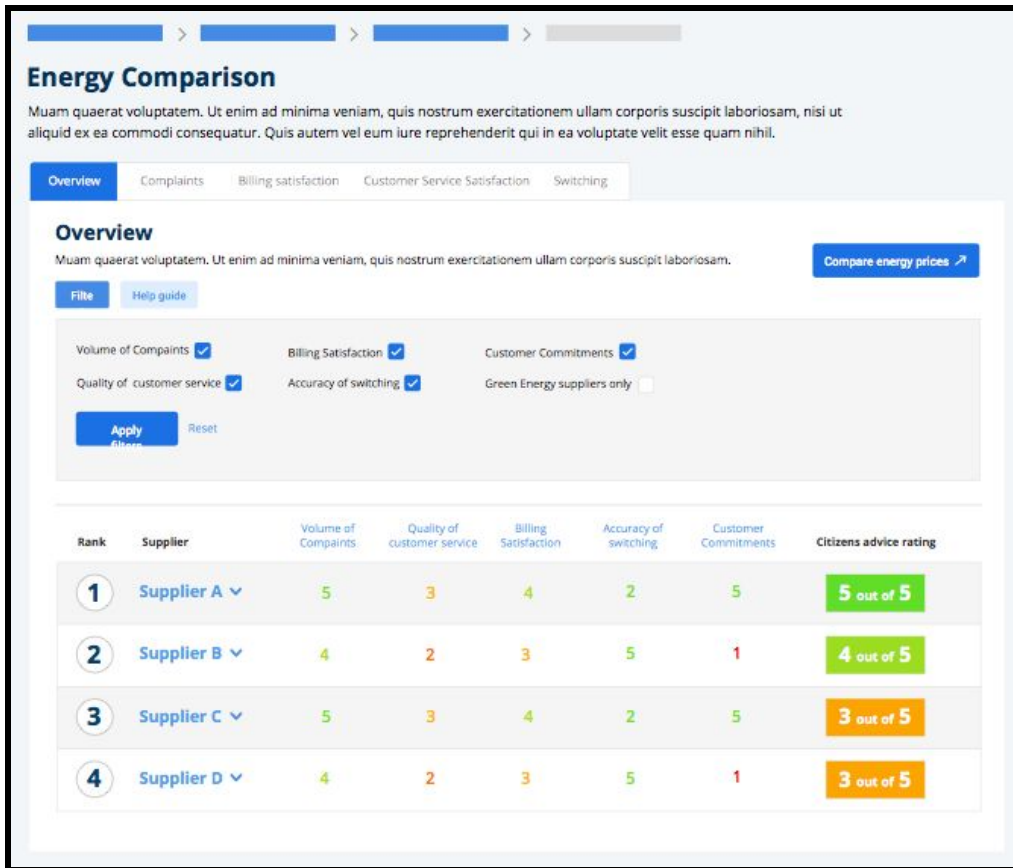
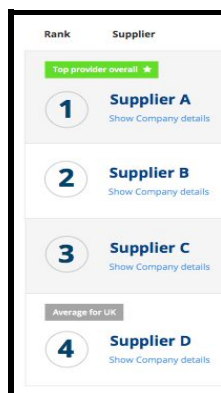
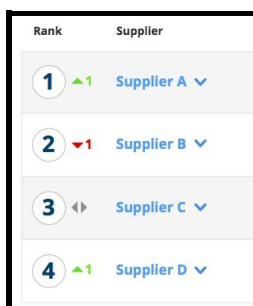


Image 2 and 3



Performance against individual metrics

On the front page of the tool there will be tabs for each individual metric, containing further information about the metrics. Image 4 gives an example of the additional complaints metric information. The information provided for each metric may differ.

Image 4

Complaints

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Rank	Supplier	Compliant Ratio	Metric Score	Previous rating Oct-Dec 2015	Previous rank Oct-Dec 2015
1	Supplier A	9	5	11	2
2	Supplier B	16	4	20	4
3	Supplier C	31	3	8	1
2	Supplier D	16	2	20	4

How we score values

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Supplier service information

On the front page of the tool users will be able to view other service information, including range of contact channels and opening hours, frequency and range of billing options. This information will be provided for all domestic suppliers, so not only those given performance metrics and an overall performance rating. Image 5 provides an example of how this information may be presented.

Image 5

Energy Comparison

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Overview

Muam queraer voluptatem. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam. [Compare energy prices](#)

Rank	Supplier	Volume of Complaints	Quality of customer service	Billing Satisfaction	Accuracy of switching	Customer Commitments	Citizens advice rating
1	Supplier A	5	3	4	2	5	5 out of 5
2	Supplier B	4	2	3	5	1	4 out of 5
3	Supplier C	5	3	4	2	5	3 out of 5
4	Supplier D	4	2	3	5	1	3 out of 5

Supplier A

Opening hours

Monday	8am-8pm
Tuesday	8am-8pm
Wednesday	8am-8pm
Thursday	8am-8pm
Friday	8am-8pm
Saturday	8am-8pm
Sunday	Closed

Different ways to contact your supplier

Telephone	0800 0480202
Email	customers@britishgas.co.uk
Web Chat	Webform
Ring backs	Yes, when an agent is available
Mobile hotline	No
Minicom / Text	18001 0800 072 8626

Frequency of billing

Annually	Prepayment
6 months	Direct Debit
Quarterly	Direct Debit
Monthly	Direct Debit
Weekly	Cash or cheque
Other	Cash or cheque

[Visit website](#)

Citizens Advice price comparison tool

It is proposed that the supplier overall performance rating would be displayed on the results page of the Citizens Advice price comparison tool. For the 17 suppliers with a customer base of over 150,000 an overall rating would be shown. For suppliers out of scope for an overall rating in the first release of the tool an alternative message would be shown to indicate that additional service information is available, and where applicable if a supplier has a complaints ranking or is signed up to the switching guarantee and/or billing code. In both cases we propose that a user could click on the rating or alternative message and be directed back to the Citizens Advice website.

Image 6

We have located 176 energy plans for you

Based on the information you provided we calculate that your energy spend for the next 12 months will be £1352 (see details here)

If you wish to filter these results, please select the filter(s) below:

Tariff Type: Fixed or Variable | Supplier: Show all | Payment by: Show all

Gas and Electricity | Electricity Only | Gas Only

Tariff Name	Billing	Exit Fee	Personal Projection	Payment by	Savings	
IRESA Flex1 12month Fixed Direct Debit					You will save £509.34 per year	Next steps +
IRESA LIMITED	Paperless Billing	no fee	£842.77 per year	£71.00 Monthly Fixed Direct Debit		
Simple and Surge					You will save £502.08 per year	Next steps +
AVRO ENERGY	Paperless Billing	no fee	£850.03 per year	£71.00 Monthly Fixed Direct Debit		
Direct Saver					You will save £499.37 per year	Next steps +
economy energy	Paper & Paperless Billing	£50	£852.74 per year	£72.00 Monthly Fixed Direct Debit		
IRESA Flex1 12month Fixed Direct Debit					You will save £499.34 per year	Next steps +
IRESA LIMITED	Paper Billing	no fee	£852.77 per year	£72.00 Monthly Fixed Direct Debit		
So Duck					You will save £491.01 per year	Next steps +
SO ENERGY	Paperless Billing	£10	£861.10 per year	£72.00 Monthly Fixed Direct Debit		

+ CA rating
Citizens Advice Rating
5 out of 5