

**Answer to first question:**

Each energy supplier should be obliged to provide the Estimated Annual Bill **on request**, with all energy suppliers using the same measurements -so that comparisons are easy to make, between suppliers' costs.

When making the request for the Estimated Annual Bill, customers should be able to specify what font type and size they require, if receiving the information on print format. They should also be able to choose to get the information by ordinary post, or by email or text, or in Braille or audio formats.

The Estimated Annual Bill should be easy to find on each suppliers' website, for easy comparison online, and their websites should be accessible.

**Reason for this reply:**

NCBI's main concern is that information about pricing should be easily accessible to customers with impaired vision.

**Answer to second question:**

If they do not wish to give the Estimated Annual Bill as part of a particular advertisement, then a supplier should be obliged to state in that advertisement that information about prices is easily available, in accessible formats, on request. A phone number and email or website address should be provided **clearly**, in print and audibly, in the advertisement, so that customers can get this information and make their own comparisons.

If they prefer, suppliers can just give the Estimated Annual Bill as part of their advertisements. The company or companies which are the cheapest suppliers will be happy to do this, while others will want to emphasise how quickly they respond to calls, or will want to highlight their involvement in projects to support communities etc.

**Reason for this reply:**

For some people, price is the only factor in their decision-making process.

For others, there may be a desire to buy from a supplier which shows interest and support for community projects.

Other people may be happier to pay more for the energy, if it means that they get really good customer service when they need it.

**Answer to question on page 116:**

I agree with all 4 of the proposals outlined.

**Reasons:**

These proposals will enable people to know what they are paying for, and to compare between different suppliers, when choosing an energy supplier.

They will also prevent deliberate tricks to cause confusion, such as putting “special offers” next to the Estimated Annual Bill, or putting the EAB in tiny font, or hiding it as a footnote.

If all suppliers have to use the same definition of the EAB, this enables consumers to compare one supplier’s prices with another’s.

**Answer to question on page 118:**

NCBI’s concern is that this information is made as accessible to customers with limited or no vision as it is to fully sighted customers.

Any customer who indicates that they have impaired vision, either by directly stating that fact, or by asking for information in large-print, Braille or audio format, should automatically receive the information about switching, in their chosen format.

**Answer to question on page 120:**

NCBI’s concern is that this information is made as accessible to customers with limited or no vision as it is to fully sighted customers.

Any customer who indicates that they have impaired vision, either by directly stating that fact, or by asking for information in large-print, Braille or audio format, should automatically receive the information about switching, in their chosen format.

Fiona Kelty, NCB I – Working for People with Sight Loss.