

# Consumers and the net zero transition



Joe Parrott, Citizens  
Advice

# About us: Citizens Advice - Energy Team

Citizens Advice has 4 main statutory responsibilities that relate to energy consumers:

- Obligation to provide first-tier energy advice, including through our consumer service helpline.
- The Extra Help Unit (EHU) has a statutory duty to help energy consumers in vulnerable situations.
- Energy watchdog: we have a research, policy, advocacy and campaign remit, and work to represent domestic consumers and small businesses across the energy industry.
- Partnership campaigns: funded to deliver partnership campaigns - such as Big Energy Saving Network and Big Energy Saving Week

# People support net zero, but don't know what changes they need to make



8 in 10 support the goal to reach net zero



But, majority lack the confidence to make changes



And only 38% of people think they'll need to make changes to the way they heat their homes

# Most people want to make changes to their homes



92% are willing to make changes in their home



79% are willing to install low carbon heating



66% want help to make energy efficiency changes



76% think they'll need advice and support to install low carbon heating

# People are already struggling to make changes

We **receive thousands of contacts** from consumers each year who are struggling to make changes to their homes



Lack of  
knowledge



It's very  
complicated



It's Expensive



Things often go  
wrong

# What needs to happen



**National Public  
Awareness  
Campaign**



**A Net Zero  
Homes  
Guarantee**



**Streamlined  
consumer  
protections**

# Thank you

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