
Consumer Consent Service Consumer Experience Guidelines

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Consumer Experience Guidelines

Category 3 Product

Version: 0.1

Effective Date: TBC

Domestic Suppliers	N/A
Non-Domestic Suppliers	N/A
Gas Transporters	N/A
Distribution Network Operators	N/A
DCC	N/A
Metering Equipment Managers	N/A
Non-Party REC Service Users	Mandatory for CCS Users (Authorised Third Parties only)

Change History

Version Number	Implementation Date	Reason for Change
V0.1	TBC	Initial draft for CCS industry consultation

2 Introduction

- 2.1 The Consumer Consent Service (CCS) enables the secure sharing of Energy Data between Energy Data Holders (EDHs) and Authorised Third Parties (ATPs), where Permission has been obtained and remains valid.
- 2.2 This Consumer Experience Guidelines (CEG) document sets out Energy Data Subject Permission journeys and good practice expectations that apply when CCS Users engage Energy Data Subjects as part of the CCS journey. They describe what good CCS interactions look like across the Permission lifecycle, including when an Energy Data Subject discovers CCS, grants, renews, reviews and revokes Permission.
- 2.3 This CEG document applies to all ATPs delivering Energy Data Subject-facing interactions that form part of the CCS Energy Data Subject journey.
- 2.4 This CEG document should be read in conjunction with:
 - (a) the CCS Arrangements Schedule which defines the process for obtaining Permission for sharing Energy Data;
 - (b) CCS API Technical Specification, which defines the mechanism for exchanging data with the CCS;
 - (c) the CCS Service Definition, which describes the functional components of the CCS and defines the functional and non-functional CCS requirements; and
 - (d) the Tariff Interoperability Arrangements Schedule which defines the processes for accessing Tariff Pricing Data.

3 CEG Approach

- 3.1 This CEG document defines CCS Permission journeys and provides illustrative user experience screens to support ATPs in understanding the CCS Arrangements and developing robust, consistent user- friendly interfaces.
- 3.2 The Permission journeys are organised around the Energy Data Subjects' Permission lifecycle. The core Energy Data Subject journey sections include:
 - (a) Discover and understand CCS: The Energy Data Subject learns about CCS and what it means to share their Energy Data. This stage describes how the ATP introduces the CCS and supports informed decision-making ahead of a Permission request.
 - (b) Grant Permission: The Energy Data Subject decides whether to give Permission for a specific data-sharing request.
 - (c) Renew Permission: The Energy Data Subject decides whether to continue an existing data sharing arrangement where Permission is approaching expiry.

- (d) Review Permission: The Energy Data Subject views the details of active Permission via the CCS Consumer Portal or within an ATP's service.
- (e) Revoke Permission: The Energy Data Subject withdraws Permission. This ends the ATP's access to their Energy Data.

4 Core Permission Journeys

- 4.1 This Paragraph covers CCS discovery stage and the four stages of the Permission lifecycle: grant, renew, review, and revoke.

Discover and understand CCS

- 4.2 This stage covers how Energy Data Subjects first encounter CCS and what they need to understand before they are asked to provide Permission. It is the stage before the Permission lifecycle begins.
- 4.3 The CEG document does not govern how ATPs design their wider service journeys. ATPs have flexibility in how and where they introduce CCS. This section describes what a good introduction looks like, regardless of context.
- 4.4 An Energy Data Subject who has been given appropriate information by the ATP at this stage should be able to confirm:
- (a) who is asking for access to their Energy Data;
 - (b) what Energy Data will be shared, and why; and
 - (c) what will happen if they agree, or if they do not.
- 4.5 Energy Data Subjects will typically encounter CCS for the first time within an ATP's service, at the point when data access is needed. The Energy Data Subject may not have prior knowledge of CCS. The ATP is responsible for introducing the concept, setting the context, and preparing the Energy Data Subject before redirecting to the CCS Permission screen. An EDH will only share Energy Data with the ATP only once valid Permission has been established. Energy Data Subjects do not need to interact directly with an EDH for the purpose of requesting or recording Permission through the CCS. An Energy Data Subject may nevertheless interact with an organisation that is also an EDH for another purpose, including identity, account or eligibility verification. Any such interaction does not change the ATP's responsibility for presenting the CCS Permission journey in accordance with these Guidelines.
- 4.6 The following examples illustrate how the entry point context can affect the introduction to CCS. They are not an exhaustive list of service types. Each example demonstrates a different starting context and the implications for the amount of introductory work the ATP could do before the Permission request.
- (a) Tariff switching or price comparison. The Energy Data Subject is actively comparing energy deals. They are in a transactional mindset and likely motivated

to proceed. The value exchange is clear. The introduction to CCS can be brief and confirmatory.

- (b) Flexibility or demand side response enrolment. The Energy Data Subject is signing up for a flex service such as electric vehicle charging or battery optimisation. The service depends on ongoing data access. The introduction should connect data sharing directly to the service benefit and make the ongoing nature of the Permission explicit.
- (c) Energy efficiency or retrofit advice. The Energy Data Subject is engaging with an advice service, grant scheme, or retrofit programme. Digital confidence may be lower. The ATP in this context, such as an insulation scheme, local authority, or energy charity, may be less familiar to the Energy Data Subject than in other entry points. The introduction should take more care to establish who the ATP is and why they need access to the Energy Data Subject's Energy Data.

Grant Permission

- 4.7 Grant is the first formal lifecycle stage of the CCS Permission journey. It is the stage at which an Energy Data Subject is asked to grant Permission to sharing their Energy Data with an ATP. This stage is triggered when an ATP needs access to Energy Data, at which point the ATP shall initiate a redirect to the CCS Permission screen.

When it occurs	When an ATP requires access to an Energy Data Subject's Energy Data.
Who it applies to	All ATPs. Applicable regardless of whether the Energy Data Subject has an existing CCS account.
Energy Data Subject paths	Two paths exist: (1) Energy Data Subjects without a CCS account must complete IDV before Permission can be recorded; (2) Energy Data Subjects with an existing CCS account bypass IDV. Both paths must meet the same information and standards.

- 4.8 An Energy Data Subject completing this stage successfully should be able to confirm:

- (a) Who is requesting access to their Energy Data, and why.
- (b) What specific Energy Data will be shared, and for how long.
- (c) That they have actively chosen, or declined, to give Permission.
- (d) That their decision has been recorded and confirmed.
- (e) Where IDV was required, why it was needed and how it protected access to their personal Energy Data.

- 4.9 The grant stage includes several journey points that may arise when an Energy Data Subject is asked to give Permission through CCS. The exact journey depends on the Energy Data Subject's circumstances, including whether they already have a CCS account and whether identity verification is required. Not every Energy Data Subject will complete every journey point, but the overall Energy Data Subject outcome should remain consistent.
- 4.10 The following steps arise during the grant stage:
- (a) Presenting Permission request: The Energy Data Subject is shown information about who is requesting access, what data will be shared, why it is needed, and how long Permission will remain in effect. This is the primary information-bearing moment of the grant stage. It must be clear and understandable before the Energy Data Subject proceeds.
 - (b) Verifying identity: Where identity verification is required, the ATP must explain why this is necessary, what the Energy Data Subject needs to do, and how it protects access to their Energy Data. Energy Data Subjects with an existing verified CCS account may not need to repeat identity verification.
 - (c) Supporting Permission decision: The Energy Data Subject actively chooses whether to give Permission or not proceed. Their decision is recorded, and they receive confirmation of the outcome. Data sharing only begins if the Energy Data Subject explicitly agrees.

Renew Permission

- 4.11 Renew is the stage at which an Energy Data Subject decides whether they would like to renew an existing Permission that is approaching expiry. This stage is triggered when a time-limited Permission is close to ending, and the ATP has a legitimate basis for continuing data access.
- 4.12 The renew stage continues an arrangement the Energy Data Subject has already agreed to, on the same terms. It is recorded as a new Permission linked to the original one, through a streamlined journey. Where the scope of the Permission has changed, for example, where an ATP requires access to additional Energy Data or for a different purpose, the Energy Data Subject must go through the grant stage rather than the renew stage.

When it occurs	When a time-limited Permission is approaching expiry and the ATP initiates a renewal notification. If Permission has expired, the Energy Data Subject must go through the grant stage again before data access can continue.
Who it applies to	All ATPs holding time-limited Permission which they wish to renew. Applicable regardless of whether the Energy Data Subject has an existing CCS account.

Energy Data Subject paths	Two paths exist: (1) Energy Data Subjects with an existing CCS account can reconfirm with reduced friction, bypassing full IDV where their identity has already been verified; (2) If the Energy Data Subjects' details have changed (address or name), they are required to re-verify the affected details before renewal is recorded. Both paths must meet the same information and standards.
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4.13 A Energy Data Subject completing this stage successfully should be able to confirm:

- (a) They have received timely notice from their ATP that their Permission is expiring.
- (b) They have been provided with a summary of the date for which they previously provided Permission.
- (c) They have actively chosen to renew the Permission, allow it to expire, or withdraw it.
- (d) Their decision has been recorded and confirmed.
- (e) Their personal and Premises details, used for the renewal, are accurate and up to date.

4.14 The renew stage may arise in different ways depending on how the Energy Data Subject receives the expiry prompt, whether they return to it later, and whether they need to review the existing arrangements before deciding. Some Energy Data Subjects may take no action and allow Permission to expire.

4.15 The following steps arise during the renew stage:

- (a) Notifying Energy Data Subject that Permission is due to expire: The Energy Data Subject is notified that Permission will expire unless they choose to continue it. The notification should provide sufficient lead time for the Energy Data Subject to review the arrangement and make an informed decision. It should clearly explain when the Permission will expire and what will happen if no action is taken. The Energy Data Subject must not be pressured into renewing.
- (b) Supporting the Energy Data Subject review: The Energy Data Subject is presented with a summary of their existing Permission arrangement. This should enable the Energy Data Subject to understand what they previously agreed to and assess whether they remain comfortable with the arrangement continuing. The information presented should be sufficient to support an informed decision and should clearly highlight any changes that may affect eligibility for renewal. Where the scope of the service or data access arrangements are expected to be different going forward, this must be clearly highlighted.

- (c) Supporting a decision on whether to renew: The Energy Data Subject decides whether to renew their Permission or allow it to expire. If they renew, the Permission continues for a further defined period and the Energy Data Subject receives confirmation of the new expiry date. If they take no action or decline, the Permission expires and data sharing stops. Both outcomes are valid Energy Data Subject choices and should be presented in a balanced and neutral way

Review Permission

- 4.16 Review is the stage at which an Energy Data Subject checks which Permissions are currently active and what data sharing is taking place. Review is Energy Data Subject initiated and may happen at any time after Permission has been granted.
- 4.17 The stage gives Energy Data Subjects ongoing visibility and control over their Permission arrangements, and provides a route to renew, revoke or raise concerns where needed.

When it occurs	Energy Data Subject-initiated; at any time after a Permission has been granted. May be prompted by a notification about a Permission's status, a concern the Energy Data Subject wants to investigate, or a routine check of what is active.
Who it applies to	All ATPs, limited to Permissions related to that ATP's services.
Energy Data Subject paths	Energy Data Subjects can choose to review their Permissions via ATP services or the CCS Consumer Portal. The Energy Data Subject will need to authenticate before viewing active Permission. Where the Energy Data Subject takes action from the review stage, such as initiating a renew or revoke, the requirements of that stage apply.

- 4.18 An Energy Data Subject completing this stage successfully should be able to do the following actions:
- (a) They can access a clear overview of active Permissions associated with their account, with enough information to identify each Permission and view further details where needed.
 - (b) Via the CCS Consumer Portal, they can see, where applicable, Permissions linked to their address that may have been granted by someone else.
 - (c) They can identify which organisations have access to their Energy Data, what is shared, and for how long.
 - (d) They know what to do if something does not look right or has changed.
- 4.19 The following steps arise during the review stage:

- (a) Showing active Permissions: The Energy Data Subject should be able to understand which Permissions are currently active and which organisations have access to their data. Information should be presented clearly so that Energy Data Subjects can identify what data is being shared, the purpose of the sharing, and how long Permission will remain active.
- (b) Helping Energy Data Subjects understand Permission details: The Energy Data Subject may wish to review the details of their active Permissions and checks that they match their expectations. The information presented should support Energy Data Subjects in understanding the arrangements they have agreed to and recognising anything that appears unfamiliar, unexpected or no longer appropriate. Where Energy Data Subjects need to update account details, seek further information or understand the status of a Permission, they should be able to do so without unnecessary effort.
- (c) Signposting routes to renew, revoke or seek support: Where an Energy Data Subject identifies a Permission they wish to change, renew or revoke, the route to the relevant action should be clear and appropriately signposted. Some Energy Data Subjects may choose to take no action following review, while others may proceed directly to another stage of the Permission lifecycle. Both outcomes are valid and should be supported through clear and consistent information.

Revoke Permission

- 4.20 Revoke is the stage at which an Energy Data Subject withdraws Permission that they have previously granted, ending the ATP's access to their Energy Data under that Permission. An Energy Data Subject may revoke Permission at any time and does not need to provide a reason.

When it occurs	Energy Data Subject-initiated; at any point after Permission has been granted. May follow a review of active Permissions, a change in the Energy Data Subject's circumstances, a concern about how Energy Data is being used, or a decision to stop using the ATP's service.
Who it applies to	All ATPs whose services include a Permission management area. Also applies to the CCS Consumer Portal, which provides the centralised route for Energy Data Subjects to revoke Permission. ATPs must ensure revocation is equally accessible within their own service where Permission management is offered.
Energy Data Subject paths	Dual path. An Energy Data Subject may initiate revocation through either the CCS Consumer Portal or through the ATP's service. No identity re-verification is required, but the Energy Data Subject must actively confirm their decision before revocation is recorded. Only the Energy Data Subject who granted the Permission can withdraw it

	. If a Permission linked to their address was granted by someone else, the Energy Data Subject can raise a query, concern or complaint through the CCS Consumer Portal or contact the ATP directly.
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4.21 An Energy Data Subject completing this stage successfully should be able to confirm:

- (a) They revoked Permission without difficulty.
- (b) They understand which Permission they are withdrawing and what this means for data sharing and dependent services.
- (c) They don't have to revoke all Permissions, only the specific one that they choose to revoke.
- (d) They have actively confirmed their decision at the confirmation step.
- (e) They have received confirmation that their Permission has been revoked and understand any next steps.

4.22 The revoke stage may be entered from several points, including the CCS Consumer Portal, an ATP service, or after an Energy Data Subject has reviewed their active Permissions. The steps in Paragraph 3.23 focus on making revocation easy to find, helping Energy Data Subjects understand the effect of withdrawing Permission, and confirming the outcome. Some Energy Data Subjects may revoke immediately, while others may need to understand the implications before confirming their decision.

4.23 The following steps arise during the revoke stage:

- (a) Enabling Energy Data Subjects to revoke Permission: Energy Data Subjects should be able to easily identify and access the option to revoke Permission without unnecessary difficulty. Revocation should be available through the channels provided to manage Permission and should be presented in a way that supports informed Energy Data Subject choice.
- (b) Helping Energy Data Subjects understand the implications of revocation: Before confirming revocation, the Energy Data Subject should be able to understand which Permission they are withdrawing, what data sharing will stop, and any implications for services that rely on that Energy Data access. Information should support informed decision-making without discouraging or steering the Energy Data Subject away from revoking Permission. Where an Energy Data Subject wishes to provide feedback about their decision, opportunities to do so should be optional and should not delay or prevent revocation.
- (c) Confirming that Permission has been revoked: Once revocation has been completed, the Energy Data Subject should receive confirmation from the ATP that their request has been recorded together with information about what

happens next. Where relevant, this should include when data sharing will stop, how to view any remaining active Permissions, and how Permission could be granted again in future if required.

5 User Experience Screens

Placeholder - to be included post consultation