



SCOTTISHPOWER

Jenni Lucas-Williams
Citizens Advice
3rd Floor North
200 Aldersgate Street
London
EC1 4HD

7 September 2018

Dear Jenni,

Consultation on a rating for smaller supplier performance

Thank you for the opportunity to respond to the above consultation seeking views on the expansion of the Citizens Advice Energy Supplier Rating tool to smaller suppliers.

ScottishPower continues to be supportive of the work being undertaken by Citizens Advice to provide customers with more accessible information regarding suppliers, and welcomes this collaborative approach to seek the best consumer outcome.

We agree with Citizens Advice's minded to position of expanding the existing rating to automatically include all suppliers with over 25,000 meter points, within the Supplier Performance rating tool. This would help to create a consistent performance tool to allow consumers the opportunity to compare more suppliers on non-price related performance.

I have set out more detailed responses to the specific consultation questions in the Appendix attached.

Should you wish to discuss further or have any questions please do not hesitate to contact Gareth Williams (gareth.williams@scottishpower.com or 0141 614 1164) in the first instance.

Yours sincerely,

Lynda Clayton
Customer Service Director

www.scottishpower.com

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ScottishPower Response to Consultation Questions

- 1. Do you agree with our minded-to option to expand the existing rating to include suppliers with over 25,000 meter points? If no, what would you suggest as an alternative approach?**

We welcome the Citizens Advice minded-to option of expanding the existing rating to include suppliers with over 25,000 meter points. It is our view that this would engender a level playing field for comparing more suppliers on non-price related performance, which would allow consumers the opportunity to engage more fully with the wider energy market.

- 2. Do you agree with our proposals to use the same metrics as the existing supplier rating, for suppliers with over 25,000 meter points?**

Yes, we agree with the Citizens Advice proposals to use the same metrics as the existing supplier rating for suppliers with over 25,000 meter points. It would mean that consumers would have a relevant comparison between supplier performances.

- 3. Do you support our minded-to option to lower the threshold for a supplier to have a consumer service referral, or to retain the existing requirements and remove the weighting for those under 50,000 meter points?**

We support the Citizen Advice minded-to option of lowering the threshold to have a customer service referral for companies < 50,000 meter points as this will help to ensure that more energy customers have the ability to refer to a consumer service.

- 4. Do you agree with lowering the weighting to per 10,000 meter points for all suppliers as the most appropriate approach? If not, what would be a more appropriate alternative approach?**

Yes, we agree with the Citizens Advice proposals to lower the weighting to per 10,000 meter points for all suppliers as this will provide a meaningful comparison of suppliers with fewer than 100,000 meter points for customers.

- 5. Do you agree that these are appropriate metrics for suppliers with more than 25,000 meter points? If not, please provide evidence to support your answer.**

Yes, we agree that these are appropriate metrics for suppliers with more than 25,000 meter points.

- 6. If Ofgem's changes proceed, do you agree with our proposal to measure bill timeliness performance based on Bills and statements only? If you disagree, please include an explanation.**

We agree with the proposals to measure bill timeliness performance based on Bills and statements only, given Ofgem's proposals to remove the requirement to provide Annual Statements.

- 7. Are these the right communication methods to consider? Please give a reason why, and let us know if there are others we should include in this exploratory RFI. Please include details about what data you collect about these communication methods currently.**

ScottishPower offers a range of ways for our customers to get in touch to ensure that customers can contact us when it is convenient for them through the channel of their choice. We recognise in the Digital age and with the majority of consumers having smart enabled mobile devices, customer expectations and preferences are changing. We have recently increased the availability of webchat for our customers as we recognise that this may be a more convenient method of contact for many of our customers and that customer satisfaction and first contact resolution rates are higher for this channel than for some other methods of contact, such as email, given the immediacy of the response. In addition, we also offer an award winning online service¹, mobile app and online community to provide an all-round service for our customers.

However, whilst we offer a range of contact channels, by far the vast majority of our contacts continue to be via telephone and for this reason we have invested in improving our call centre service and providing extended call centre opening hours offering amongst the longest opening hours in the industry.

We welcome a move to recognise suppliers who provide a variety of contact methods, however, given the diverse ways in which performance of these channels is monitored, it would be complex to ensure absolute consistency for comparison across all suppliers given the different ways in which suppliers will manage these communication methods. We would therefore suggest that any move to incorporate response times for alternative channels would need to take account of these factors.

Data potentially available via alternative communication methods

Web chat:

We are able to provide the volume of contacts handled through both web chat and in app chat (which is an additional chat option available from our mobile app), should this be required. However, our web chat option is only made available on our website when there is an agent available to handle the chat therefore we do not report a speed of response on this channel.

Email:

For email we can provide the percentage of emails to which we have provided a substantive response within 48 hours.

Facebook Messenger

Whilst some customers choose to contact us via this channel, our reporting platform does not allow us to identify volume or speed of response for these contacts only.

8. Do you agree with our proposal to rank suppliers with a tied rating based on their complaints score?

We consider that the current arrangements are suitable and see no reason why suppliers cannot have a tied ranking. The scores are clearly set out, and this allows the customer to choose the element that is most important to them when rating supplier performance.

Scottish Power – September 2018

¹ U-Switch Best online experience - Best Big-Six Supplier 2018