

Energy supplier rating - consultation on a rating for smaller supplier performance
Inbox

Smaller supplier rating

Mark Adams
Fri 7 Sep, 13:40 (4 days ago)
to Alice, me

Hello

Please find our response to the consultation on smaller supplier performance rating.

Minded-to option

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?
Yes.

Current metrics

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?

We think the existing metrics don't take into consideration advances in customer service and there is insufficient recognition of digital channels. As an app only provider we believe the current metrics actively disadvantage us and deter new and existing suppliers from advancing their service offering.

The rise of apps as consumer service interfaces is accelerating, for example among banking and other financial services. They allow for the use of private, secure transactions; for the exchange of text based information; artificial intelligence; 24 hour availability, as well as the ability to flex to deal with vulnerable or disabled customers, by using text to voice activation or big screen displays. We believe Citizens Advice should take specific account of this technological opportunity and recognise the social demographic changes within society, and the widespread adoption of smart technology within energy service provision. We note that the energy suppliers' licence does not specifically require use of a traditional telephone for customer contact. Therefore, it is unfair to weight service rankings to this particular form of contact technology to the exclusion or to the expense of other, more modern, more time-saving, and more flexible forms of service technology.

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 believe the consumer service referral requirement needs updating so that it includes more channels for communication than just telephony.

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.

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.

We agree with all except for how customer service is measured (as outlined in our response to questions two and three).

Proposed changes to the existing rating

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.

Yes.

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.

We think that webchat is too specific. If it were called 'chat' this could then include all forms of chat, including solutions such as WhatsApp.

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

Yes.

Regards

Mark