



Energy market overview

This data gives an overview of energy market performance based on data from our supplier rating in **Q4 2018**.

Areas that have improved since last quarter are shown in **green**, those that have worsened are shown in **red**, and those that are broadly flat are in **yellow**.

Individual supplier performance data is available in our [star rating tool](#) and is integrated in our [price comparison site](#).

Historic star rating data is available [here](#).



Complaints

Third party complaints ratio

20.2

Last quarter = 21.0



This is a weighted average, per 10,000 customers. It is based on average customer numbers in the quarter. The ratio is calculated from contacts to Citizens Advice consumer service, Energy Ombudsman, and Extra Help Unit.



Customer service

Supplier average wait time

3m 09s

Last quarter = 2m 22s



This is the mean average inbound call centre wait time across suppliers. This wait time excludes time spent in an Interactive Voice Recording (IVR) and dedicated sales lines.

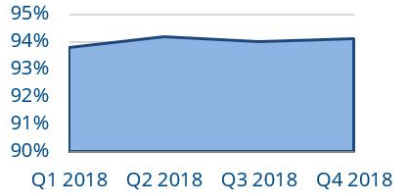



Bill accuracy

Accurate bill in past 12 months

 **94.1%**

Last quarter = 94.0%



 This is the weighted average performance across all suppliers, based on customers who should have received a bill within the past year. A bill is defined as accurate if it is wholly - or in part - based on a meter reading.

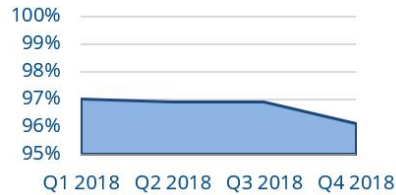



Bill timeliness

Bills & annual statements on time

 **96.1%**

Last quarter = 96.9%



 This is the weighted average performance across all suppliers, based on customers who should have received a bill or annual statement. Bills are on time if sent in 15 working days of the due date. Annual statements are on time if sent in 30 days of the due date.

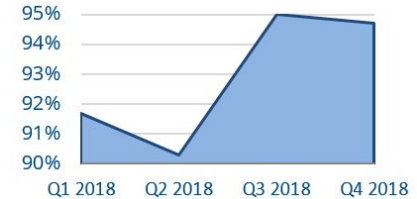



Switching

Switches completed in 21 days

 **94.7%**

Last quarter = 95.0%



 This is the performance across all suppliers, based on total switches. Switching time is calculated from the point that a consumer enters the contract. Delays with a valid reason and delays caused by bank holidays are excluded.