

Supplier Liaison update

citizens
advice

Leanne Dullard
Operations

Performance and Operations Q4

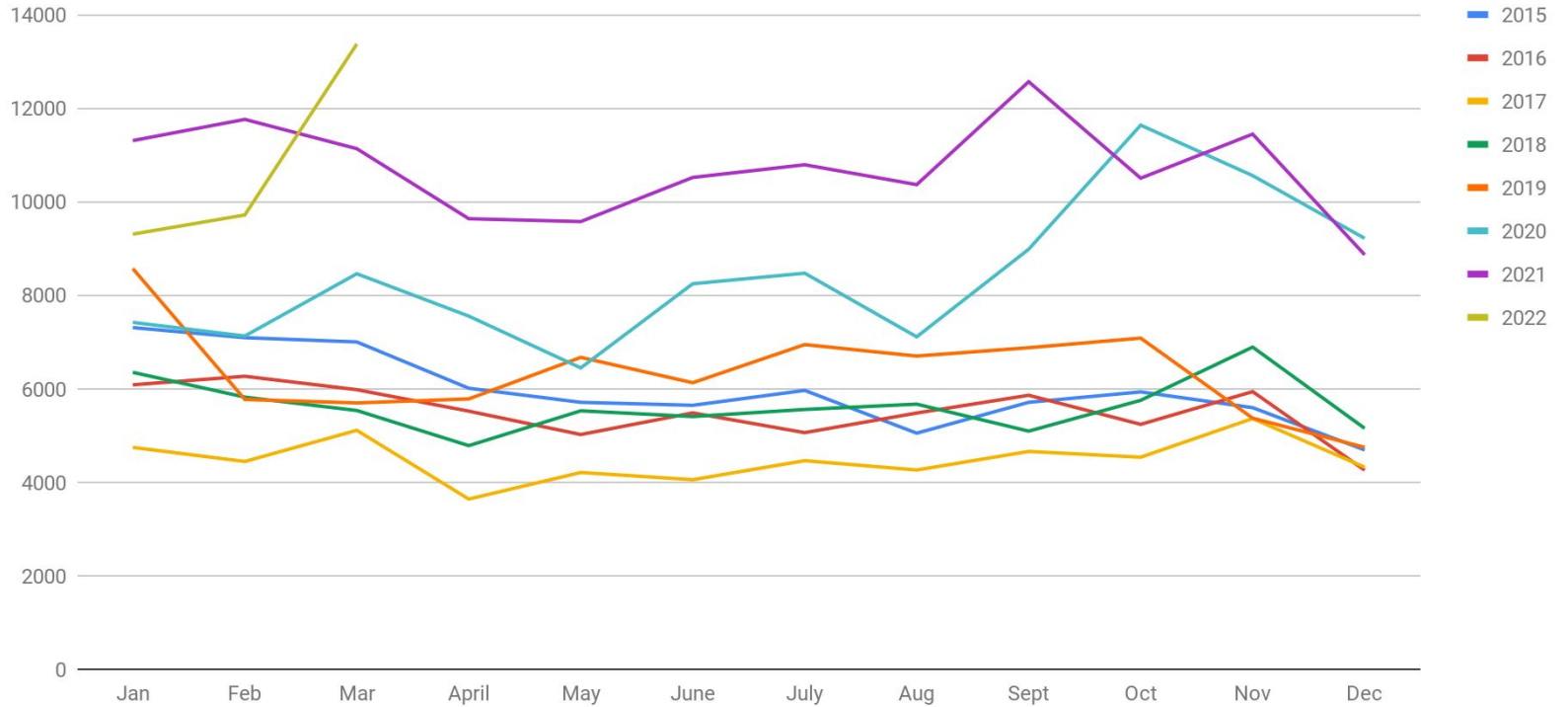
Key points from Q4 are:

- Contacts to the service in Q4 were the highest we have ever received as a result of the energy crisis
- We have seen an increase in clients using our web chat channel following the promotional work done to promote this channel.
- Onboarded a new energy centre with 5 new advisers however due to further staff leaving across energy, we are not seeing the benefits of this yet

Contact volumes comparison

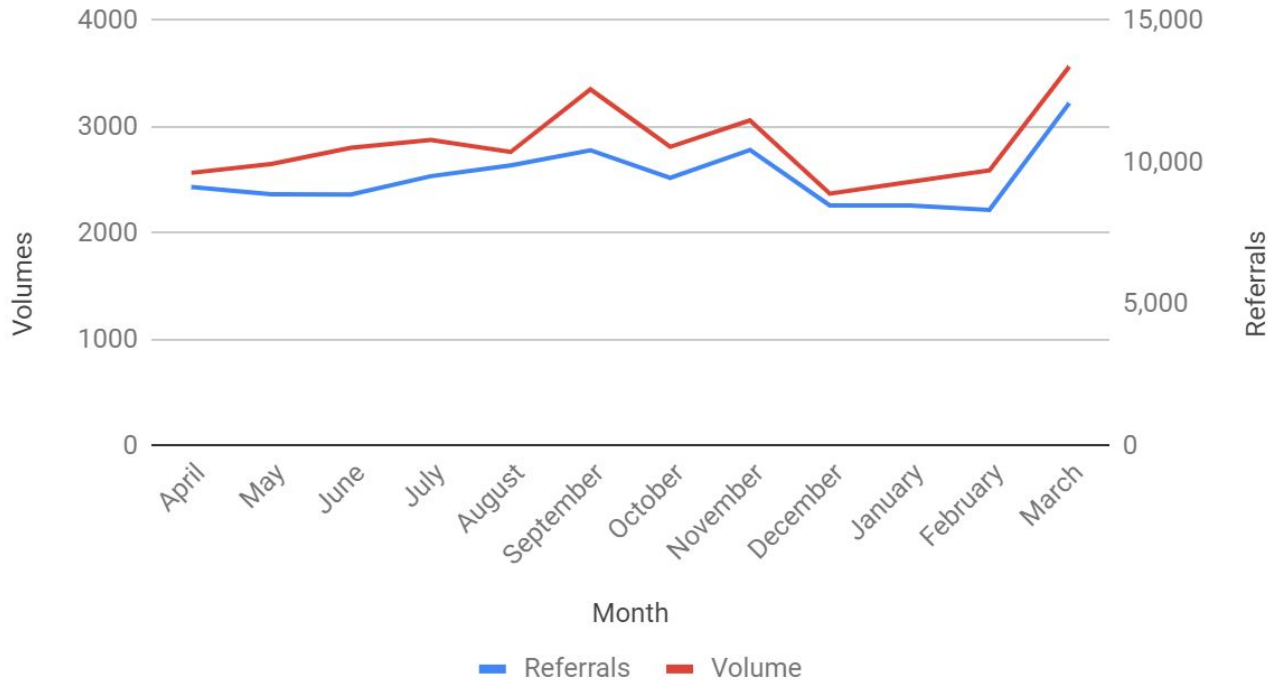
Month	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
April	6,007	5,517	3,612	4,779	5,779	6,938	9,603
May	5,706	5,017	4,205	5,524	6,668	5,810	9,542
June	5,642	5,480	4,051	5,402	6,125	7,525	10,501
July	5,961	5,057	4,458	5,553	6,941	7,844	10,765
August	5,046	5,477	4,283	5,667	6,695	6,585	10,344
September	5,706	5,857	4,655	5,090	6,874	8,337	12,490
October	5,929	5,235	5,261	5,749	7,079	11,847	10,167
November	5,592	5,935	5,359	6,887	5,367	9,933	10,904
December	4,687	4,255	4,319	5,150	4,743	8,715	8,327
January	6,080	4,745	6,357	8,566	7,416	10,810	8,329
February	6,263	4,440	5,817	5,768	7,124	11,285	8,582
March	5,976	5,107	5,531	5,693	8,456	11,370	11,909
Total	68,595	62,122	57,908	69,828	79,267	106,999	121,463

Contact volumes comparison 2015 - 2022

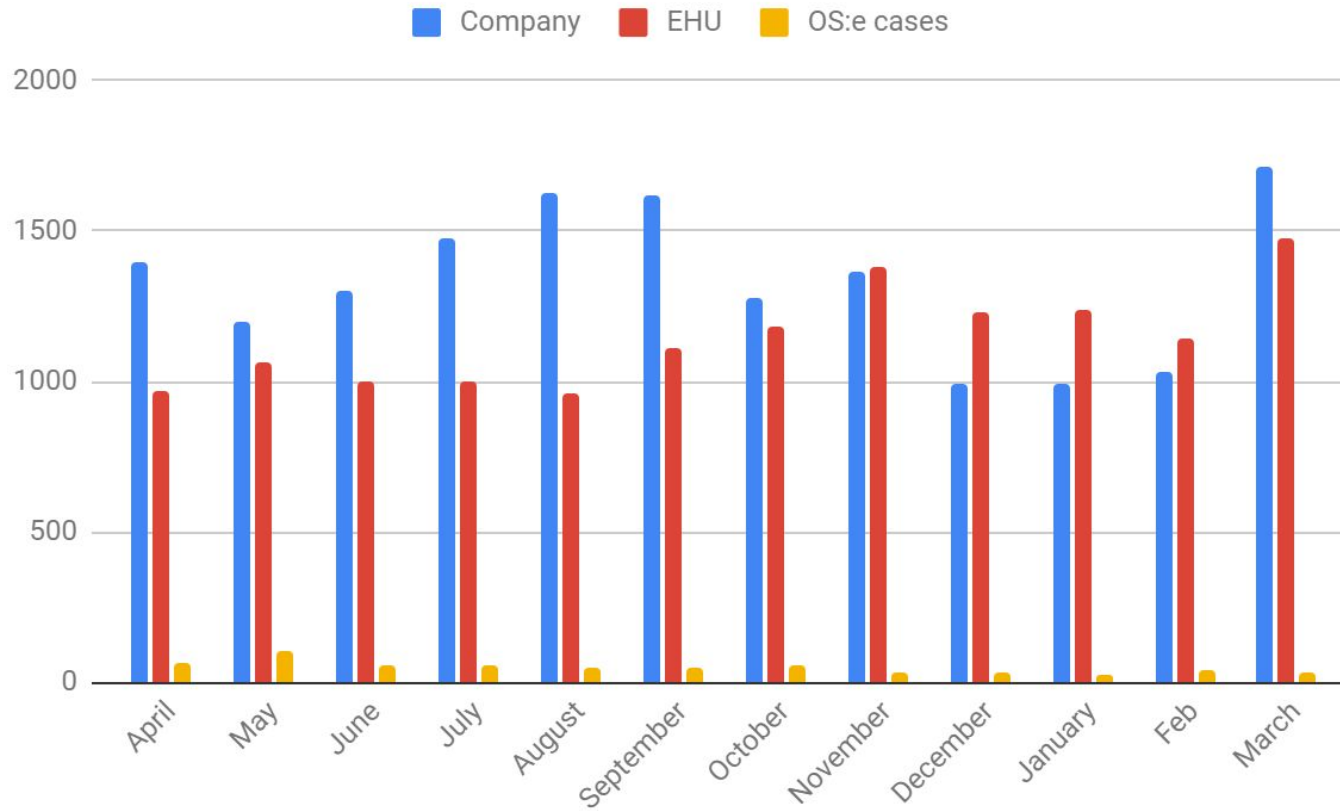


Referrals against volumes April 21 - March 22

Volumes v Referrals 21/22



Referral proportions April 21 - March 2022



Recorded information on the IVR

	Priority calls	Supplier switch & price increase	Price cap information	Supplier of last resort
Oct 21	1112	1054		2987
Nov 21	986	977		1375
Dec 21	1447	667		1447
Jan 22	1,750	492		1987
Feb 22	1,401		345	1966
Mar 22	1,825		454	2126

Client by nation Q4

Nation	% split	Volume
Anon	1.46%	290
England	93.68%	18,667
Scotland	0.35%	69
Wales	4.52%	901



Trends

Quarter 1 Apr - June 21	Quarter 2 Jul - Sep 21	Quarter 3 Oct - Dec 21	Quarter 4 Jan - Mar 22
Inaccurate bill or inaccurate estimated bill (1405)	Inaccurate bill or inaccurate estimated bill (1848)	Credit refund issue (1664)	PPM self disconnection (unable to credit meter) (2,065)
Final account reconciliation (1055)	Final account reconciliation (883)	Inaccurate bill or inaccurate estimated bill (1292)	Credit Refund Issue (1,453)
Disputed bill, customer not responsible (990)	Difficulty contacting supplier (805)	PPM self disconnection (unable to credit meter) (1282)	Price/tariff information (1,384)
Debt Recovery Practices (765)	Credit Refund Issue (757)	Price/tariff information (752)	Inaccurate bill or inaccurate estimated bill (1,275)
Direct Debit Issues (695)	Debt recovery practices (736)	Direct debit issues (689)	Disputed bill, customer not responsible (980)
Catch up bill received (617))	Direct debit issues (715)	Disputed bill, customer not responsible (662)	Debt recovery practices (832)
Meter Accuracy (617)	Price/tariff information (631)	Debt Recovery Practices (653)	Pricing information (689)
PPM Self disconnection (unable to credit meter) (488)	Catch up bill received (570)	New account issue (557)	Direct debit issues (654)
Difficulty contacting supplier (423)	Meter accuracy (533)	Final account reconciliation (532)	Administrator/debt issue (632)
Price/tariff information (421)	Company contact details (non complaint purposes) (530)	Domestic supply disconnected (522)	Difficulty contacting supplier (605)

Q4 Trends split by nation

England	Scotland	Wales
Credit Refund Issue	Inaccurate bill or inaccurate estimated bill	Company contact details (non complaint purposes)
Inaccurate bill or inaccurate estimated bill	Credit Refund Issue	Credit Refund Issue
PPM self disconnection (unable to credit meter)	Meter accuracy	PPM self disconnection (unable to credit meter)
Price/tariff information	New account issue	Price/tariff information
Disputed bill, customer not responsible	PPM self disconnection (unable to credit meter)	Debt recovery practices
Direct debit issues	Direct debit issues	Inaccurate bill or inaccurate estimated bill
Debt recovery practices	Debt recovery practices	Direct debit issues
New account issue	Quality/reliability of supply	Warm Home Discount
Final account reconciliation	Back billing code (potential breach)	Domestic supply disconnected
Domestic supply disconnected	Supply Point Administration Query (MPRN/MPR)	Balance query

Looking ahead

- Energy training materials
- Increase in resourcing
- Working with our Expert Advice team on the micro-business strategic review
- Supplier review of contact details on RAST

Case study - our clients

- Client received very high estimated quarterly bills - £8000 for energy and £4500 for gas
- Contacted supplier numerous times, pointing out actual usage and credit balance, but bills escalated
- As client suffered with eyesight issues, supplier came to attend and read meter - then sought further funds
- Supplier then mentioned obtaining warrant for non payment

Case referred to EHU for support - following this outstanding balance was reduced to £30 and a smart meter installed

The logo for Citizens Advice, featuring the words "citizens advice" in white lowercase letters inside a dark blue speech bubble shape.

citizens
advice

Thank you to both Citizens Advice and the EHU for your help - this has been a real worry for me, particularly the warrant"

Compliments and good news stories

- “Thank you so much for your invaluable help with my matter. Your organisation is invaluable, thank you again”
 - Our client was struggling to get through to their supplier and was worried about their bill being high and putting them into debt for the first time. Following our advice and a referral to their supplier, the client managed to get an accurate bill and got their issues resolved
- “Your advice, concern and amazing help has meant my problem has finally ended”
 - Our client received help and advice following their supplier going into SOLR. They were able to sort their bills out with their new supplier.

Presented by: **Leanne Dullard**
Date: **25 May 2022**

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.scot**

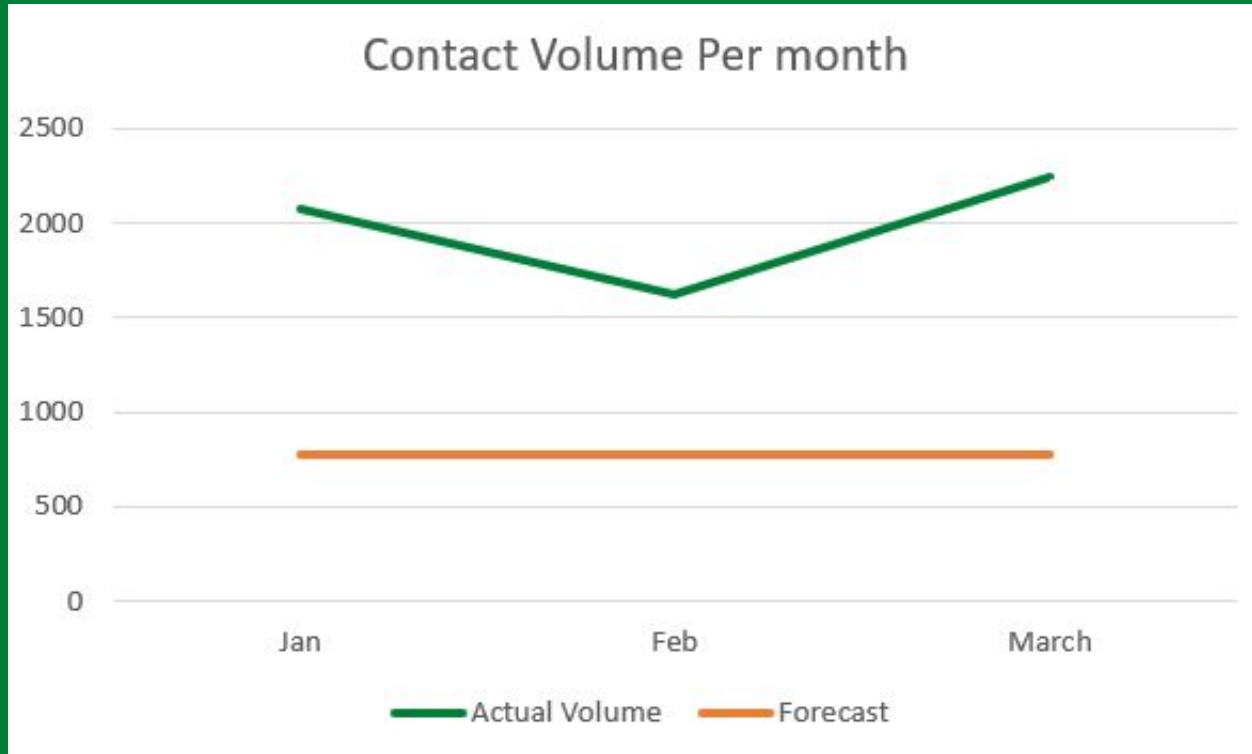


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scotland**

**Supplier Liaison
Meeting
Wednesday 25th May
2022**

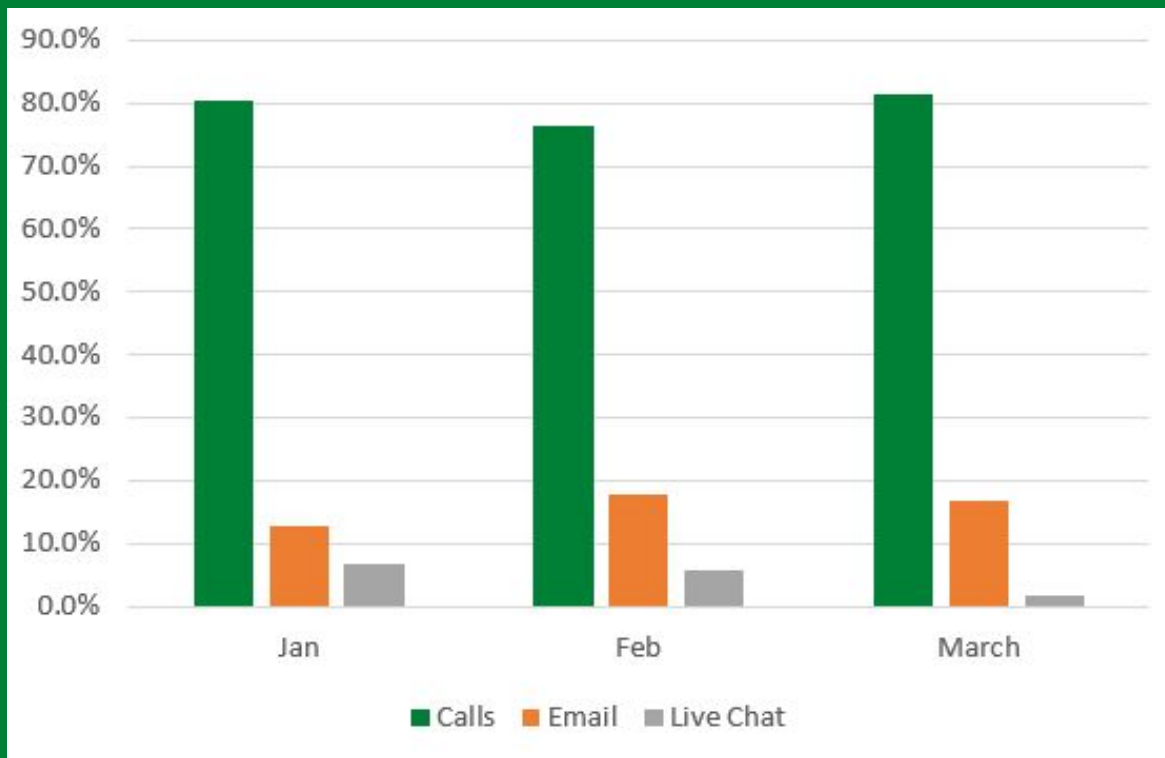


Performance and Operations - Quarter 4 (Jan-Mar 2022)



Contact Types by Month – Quarter

4

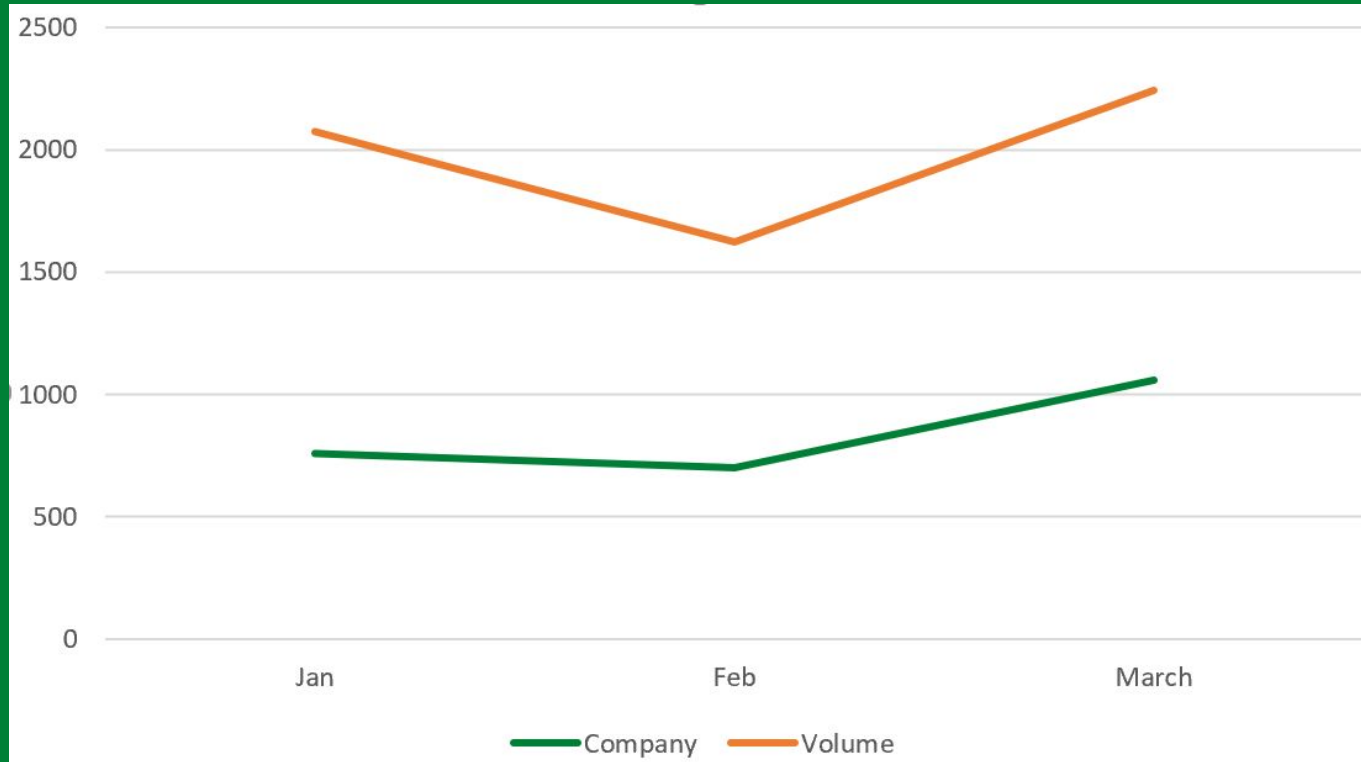


Contacts (April 2021 – March 2022)



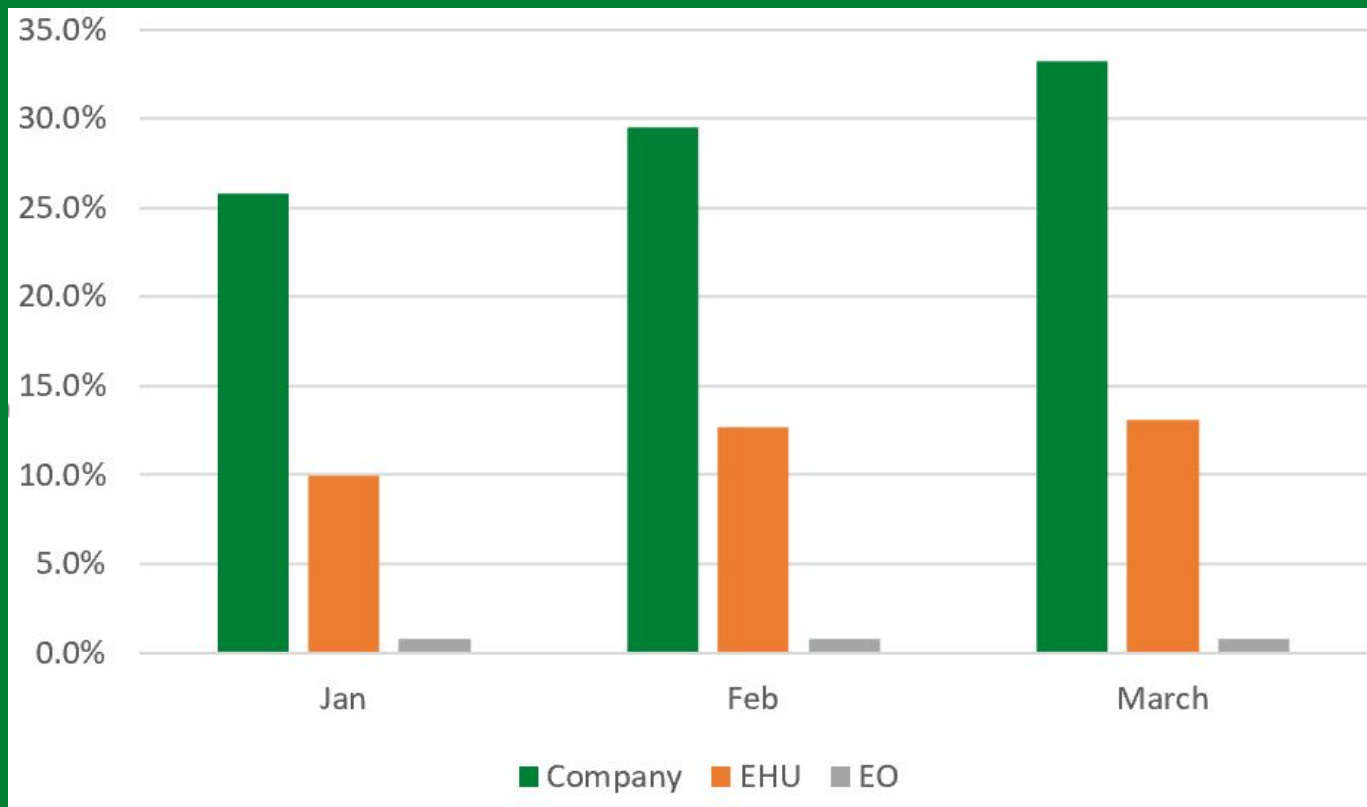
Total Referrals Against Volume by Month – Quarter 4

4

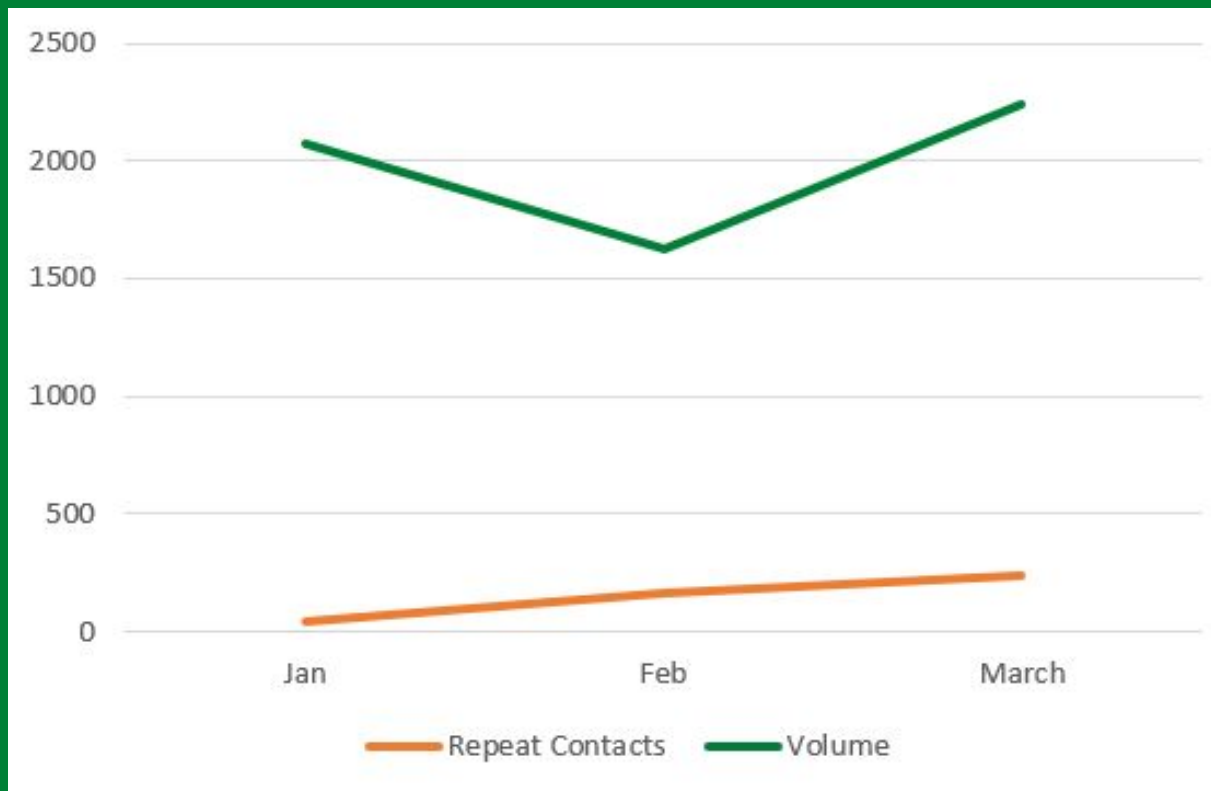


Referrals Type by Month – Quarter

4

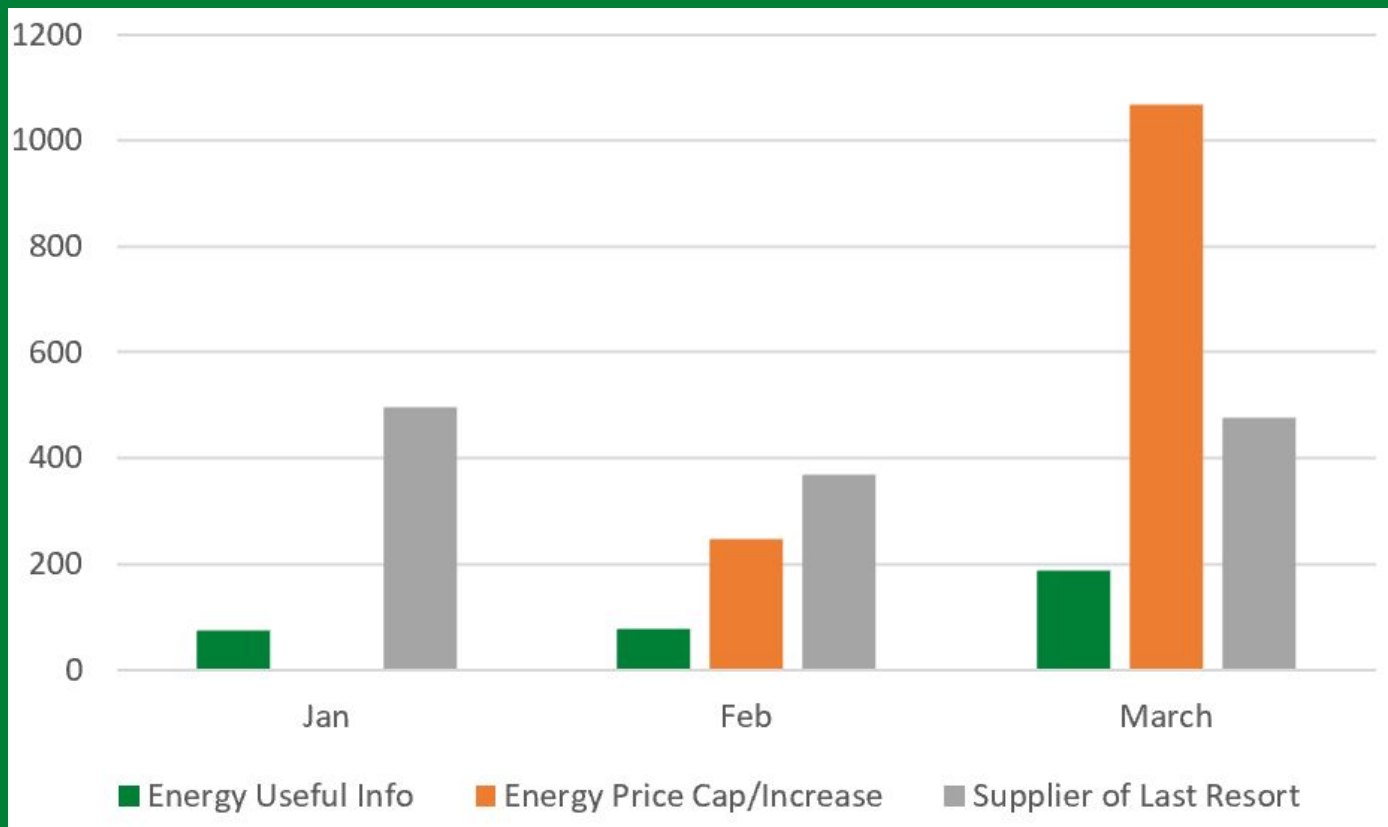


Repeat Contacts Against Volume by Month – Quarter 4



Monthly Recorded IVR Information – Quarter

4

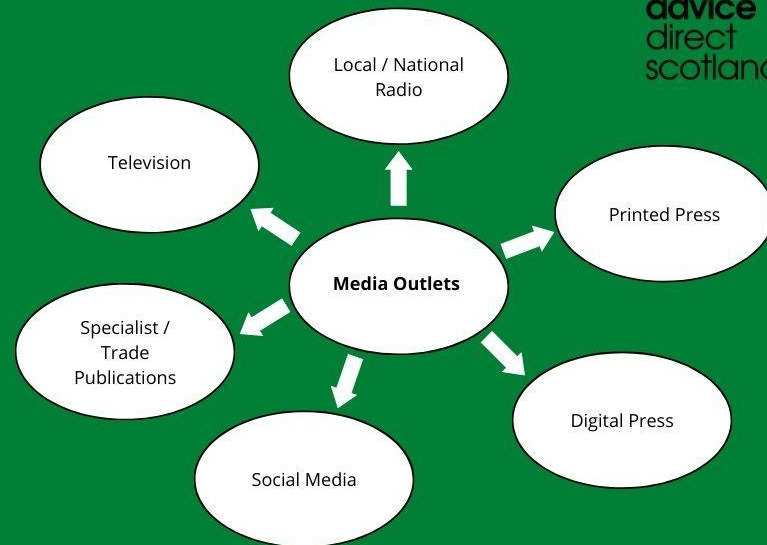
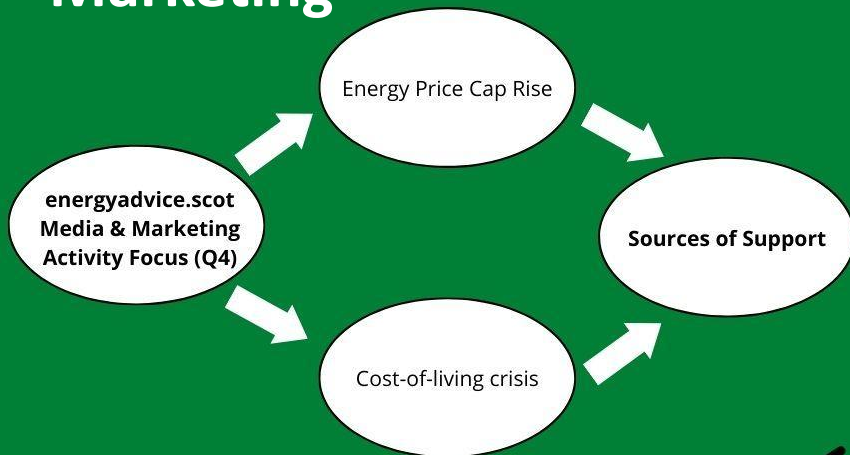


Trends for Quarter

4

Quarter 1 (Apr 21-Jun 21)	Quarter 2 (Jul 21-Sep 21)	Quarter 3 (Sep 21-Dec 21)	Quarter 4 (Jan 22-Mar22)
Company contact details (non-complaint purposes)	Company contact details (non-complaint purposes)	Company contact details (non-complaint purposes)	Company contact details (non-complaint purposes)
Billing;Inaccurate bill or inaccurate estimated bill	Billing;Disputed bill, customer not responsible	Billing;Disputed bill, customer not responsible	Billing;Price/tariff information
Billing;Disputed bill, customer not responsible	Billing;Inaccurate bill or inaccurate estimated bill	Billing;Failure to credit/refund	Billing;Disputed bill, customer not responsible
Metering (general);Meter accuracy	Failed Supplier;Miscellaneous	Metering (general);Meter provision or exchange	Billing;Inaccurate bill or inaccurate estimated bill
Billing;Balance query	Metering (general);Meter accuracy	Billing;Inaccurate bill or inaccurate estimated bill	Failed Supplier;Credit Refund Issue

Media & Marketing



Summary & Training

Training completed

- Mental health training from The Samaritans
- Ombudsman services

Year summary

- Better understanding of call volumes and issues
- Long waits for transfer been fixed by email transfer
- Set up regular meeting with suppliers
- Number has been added to bill reducing transfers from English number



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Extra Help Unit



Supplier Liaison update

25th May 2022

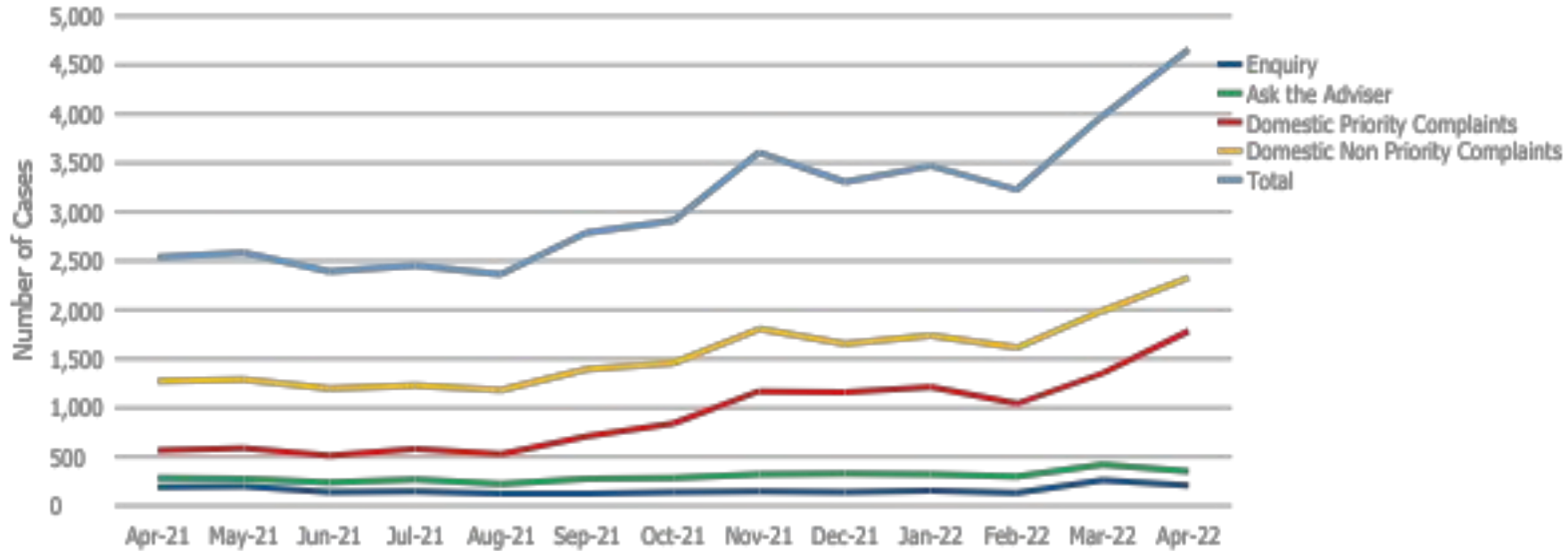
Natasha Gilmour, Angus McMillan

The logo for Citizens Advice Scotland, which consists of a blue circle containing the text 'citizens advice scotland' in a yellow, lowercase, sans-serif font. A vertical yellow line is positioned to the left of the text.

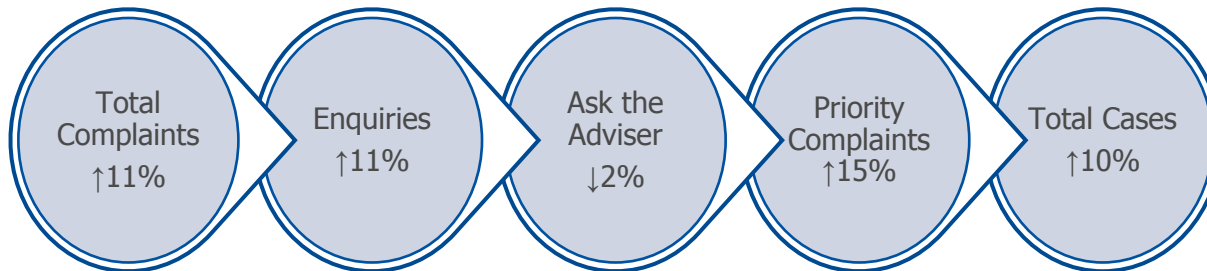
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scotland**

Domestic Casework Volumes

EHU Casework

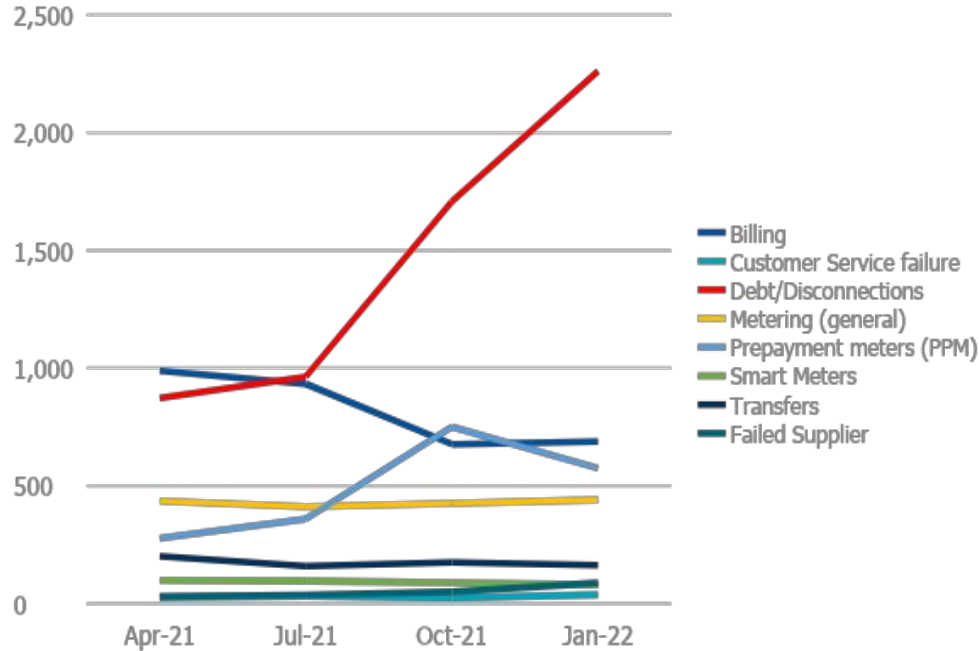


Q3 to Q4
21/22

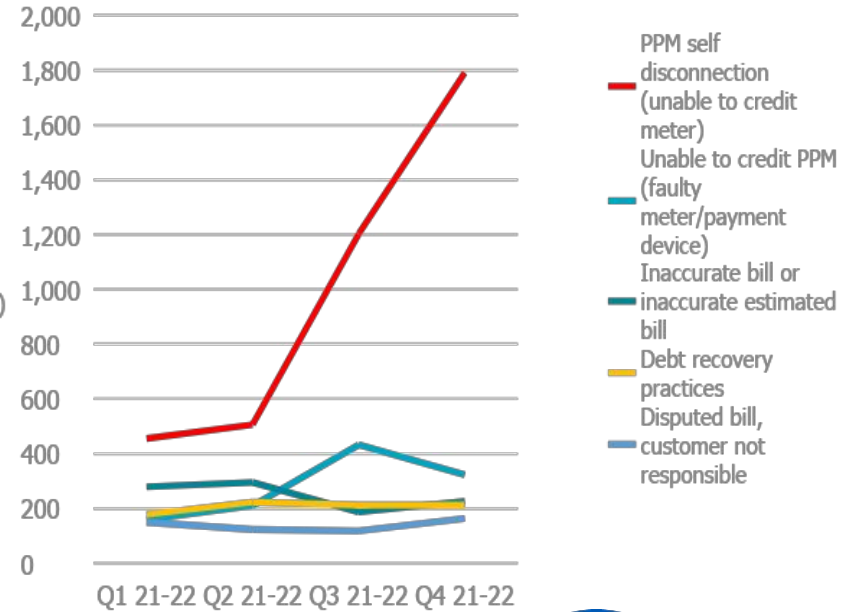


Casework Themes

Main High Level Complaint Themes



Top Complaint Codes



Debt & Disconnection
up 32%



Self-disconnection
cases up by 50%,
accounting for 38% of
complaints.



Unable to credit PPM
down by 25%



Referral Partners

Referral Partners across nations

Main referral partner across nations for Q4 21/22:

- > England - 91% of referrals from Citizens Advice Consumer Service
- > Wales - 90% of referrals from Citizens Advice Consumer Service
- > Scotland - 90% of referrals from Advice Direct Scotland

7

Complaint volumes - geographical split

The graph below illustrates the increasing volume of complaints across the nations over the past 12 months.

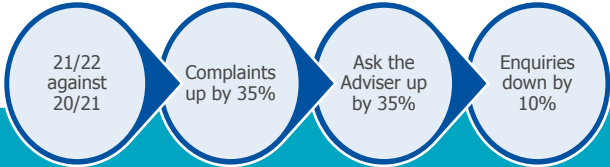


KPI Performance



Q4 21/22

	60% of complaints closed within 35WD	75% of complaints closed within 66wd	70% of Priority complaints closed within 20WD	70% of cases categorized as green, 90% categorized as green or amber	80% of complaints closed with a positive outcome	85% of consumers satisfied with service
Q4 21/22	65%	82%	76%	75% & 93%	85%	92%
Full year 21/22	58%	79%	77%	75% & 94%	82%	90%



92% of consumers satisfied or very satisfied with the overall quality of service.

77% would recommend EHU Services

84% satisfied with referral handover to EHU

93% commented positively about manner of staff

82% felt EHU helped them find a way forward

84% felt the EHU made a positive difference

75% reported feeling less stressed

85% satisfied with length of time to resolve case

69% reported feeling less alone

63% reported their mental health and wellbeing had improved

Customer satisfaction comments

“Listened to my problem, acted on my behalf. Sorted it out and put my mind at rest.”

“Very swift, empathetic, professional, understood that I had been dealing with it for 2 years and tried my best to sort it. So they sorted it out all out for me and took the stress away.”

“I can't praise them more. I am on a lot of medication for my nerves and in 10 minutes this guy stopped me shaking. I felt wanted. I felt I meant something. He was brilliant. I would recommend them to anybody.”

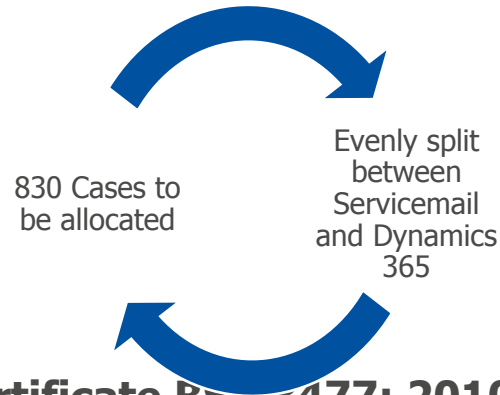


Full year £2,920,863



Operational update

- **Servicemail replacement project**
→ **Microsoft Dynamics 365**
- **Workload and backlog update**

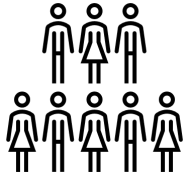


Achieved Verification Certificate BS 18477: 2010
Inclusive service provision for identifying and responding to consumer vulnerability

- ✓ **Scottish Government Home Heat Fund** – 55 applications over £54k secured for consumers

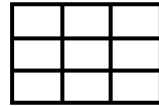


EHU Business Case 22/23



Recruitment plans:

- 11 Caseworkers
- 2 Team Managers
- 1 Lead Caseworker



Move to Power BI Reporting
Creation of Supplier portal



Debt Pilot



Working with Citizens Advice
England and Wales - connecting
bureau network



Performance & Insight Team

As part of the restructure process at CAS, job titles and team titles have been reviewed to ensure they accurately reflect roles across the wider organisation.

The function of the existing roles has not changed, but the team name and titles have been updated.

The Stakeholder Liaison Officer (SLO) job title, has now changed to Supplier Performance Lead (SPL).



Recent self-disconnection process changes

- We changed from self-disconnection forms being sent on all cases to only being sent on cases that cannot be quickly resolved by phone
- Overall, we feel that this has allowed the team to manage the increase in volumes better
- We will be monitoring quality of outcomes to ensure there are no negative consequences for clients as a result of removing the forms
- SPL's may send follow up questions if we would like more background information on a case



Increase in self-disconnection volumes

As expected, April 2022 has resulted in a surge of self-disconnection cases being received by the EHU.

April 2021: 150 cases

April 2022: 1,118 cases

That represents a 645% increase. Self-Disconnection accounted for 52% of EHU cases in April 22, compared to just 15% of EHU cases in April 21.

A positive outcome was achieved on 95% of self-disconnection cases in April 2022.



Another major increase compared to April 21

During April 2022 no single low level category code got close to the volume of cases logged under the Self-Disconnection categories.

However, the next highest category code was **Unable to Credit PPM (faulty meter/payment device)** for which 179 cases were logged, a **281% increase on the previous April** when just 47 cases were logged.

Cases indicate that often the problem was a consumer not being able to contact their supplier, or suppliers not taking action quickly enough.



Other low level category comparisons – April 21 vs April 22

Debt Recovery Practices – Up 34%

Little or no change for category codes including:

- Forced Remote Mode Change to PPM

- PPM Force Fitted

- Unsuitable Payment Scheme/Payment Method

- Suspected Meter Tampering

Self-Disconnection case study

- The consumer had multiple health conditions including asthma, depression, and severe rheumatoid arthritis, and cared for her son who suffers from paranoid schizophrenia.
- She received benefits and her next income was not due for 3 weeks. Only £3 of emergency credit was available on both prepayment meters and she could not afford to top up
- The supplier had provided a final loan for her prepayment meters the previous week and was unwilling to provide further help as she had a debt balance of £6,000 outstanding and was not topping up the meters regularly.



Case study continued

- The EHU was able to arrange a fuel voucher from Fuel Bank Foundation for £49 however, she returned via the Consumer Service after 10 days, almost off supply again.
- A discussion was had about budgeting and topping up the meter. The supplier was contacted and they arranged a fuel voucher for £50.
- They confirmed they have given a total of £670 Additional Support Credits over past 11 months. This highlights the challenges of self-disconnection cases.



Situations when we couldn't obtain a good outcome

Historically we have been able to achieve good outcomes for consumers on self-disconnection cases. However, we are seeing more cases when ASC and Fuel Vouchers have been exhausted:

- Private rented household relying on Universal Credit. 2 year old and a person with high blood pressure within the property
- Household with 2 people relying on UC, Child Benefit & DLA. One of the occupants is a 7 year old with ADHD
- Consumer on medication for back pain, partner required insulin for diabetes with two children aged 7 and 8 years old



Self-disconnection Report

Original plan was to cover self-disconnection cases throughout 2021 – this needed to evolve with current crisis.

Report now covers more recent concerns, with examples that show the actual impact on affected people. It will also broadly pose two key questions to industry, the regulator and government:

1. **What is the definition of vulnerability that necessitates ongoing support to keep a consumer on supply?**
2. **Where a vulnerable consumer can demonstrate ongoing affordability problems that cannot be addressed via debt/income maximisation advice or safe reduction of energy use, how will the balance be managed?**



Aged cases

- The growth in case volumes over the last year, has led to greater numbers of aged cases to be resolved.
- As much as delays in case allocation at the EHU, has not helped reduce the age of open cases our concern relates to the growth in cases which have been open for 6 months or more .
- Variation in volume of aged cases across different suppliers, but it is imperative that these cases are reduced in number, especially if they have been escalated by EHU Managers, SPLs or the Lead Caseworkers



Reasons for aged cases

Resourcing issues – exacerbated by surge in self-disconnection cases.

Cases caught up in either industry or other internal supplier process problems or technical issues – and no change in approach pursued

Difficulty contacting consumers

No clear and obvious path to resolution

Less capacity for EHU Caseworkers to chase



The logo for Citizens Advice Scotland is a blue circle with a vertical yellow bar on the left side. The text 'citizens advice scotland' is written in yellow, stacked vertically.

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Reporting

- Automated reports will continue to be sent from Servicemail until there is no data to pull into these
- New Case Reports and Allocated To Supplier Reports being sent now by SPLs on an interim basis to suppliers with largest referral volumes
- A full set of reports will become available as soon as possible.
- Contingency plan is in place to make sure the EHU data for the Supplier League table can be provided as normal



Disputes process

Work to kick off on a review of the disputes process, to take account of some specific new concerns.

- As previously discussed, ability to dispute **category codes** likely to be removed or process for disputing these changed.
- Likely to add option to dispute cases **resolved before case sent to supplier**.
- Considering our approach when **self-disconnection/rationing cases** have been raised with supplier several times



Other points

- **Duplicate EHU/OS cases** – please send to EHU Managers inbox (will circulate details with the minutes). This is due to changes with our system.
- **Working Together document** is still to be consulted on this year. Future phases of the new database rollout will impact how we work together
- We will continue to closely monitor case volumes relating to **affordability & debt recovery activity** and offer feedback when changes are identified
- Majority of **failed supplier** case work coming to an end



Questions?



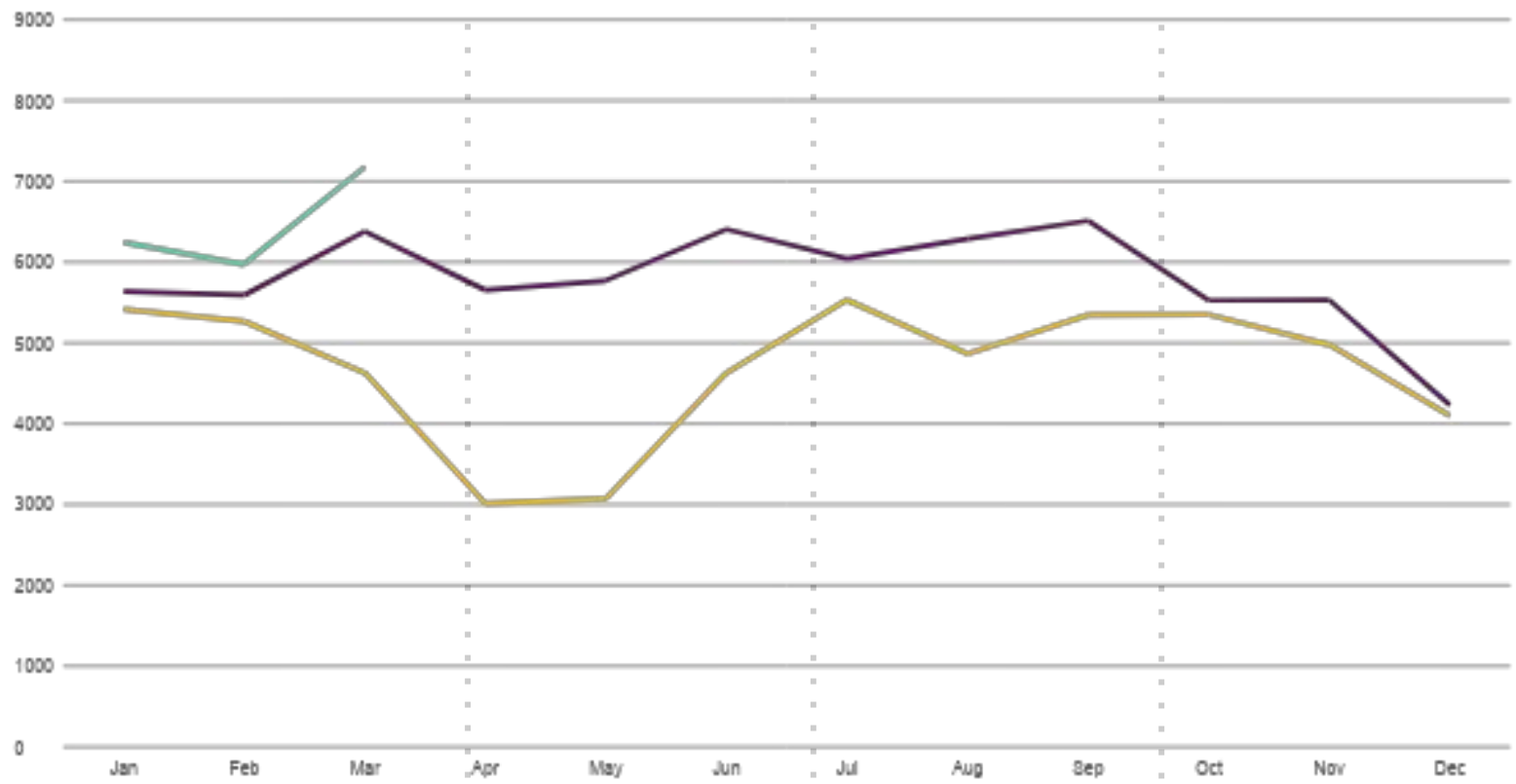
Break

Supplier Spotlight

Ombudsman Services

Domestic Supplier Liaison

Complaints in 2022 so far well above 2021 and pre-lockdown



Split of Complaints

	Domestic	NDomestic
2022	91%	9%
2021	93%	7%
2020	92%	8%

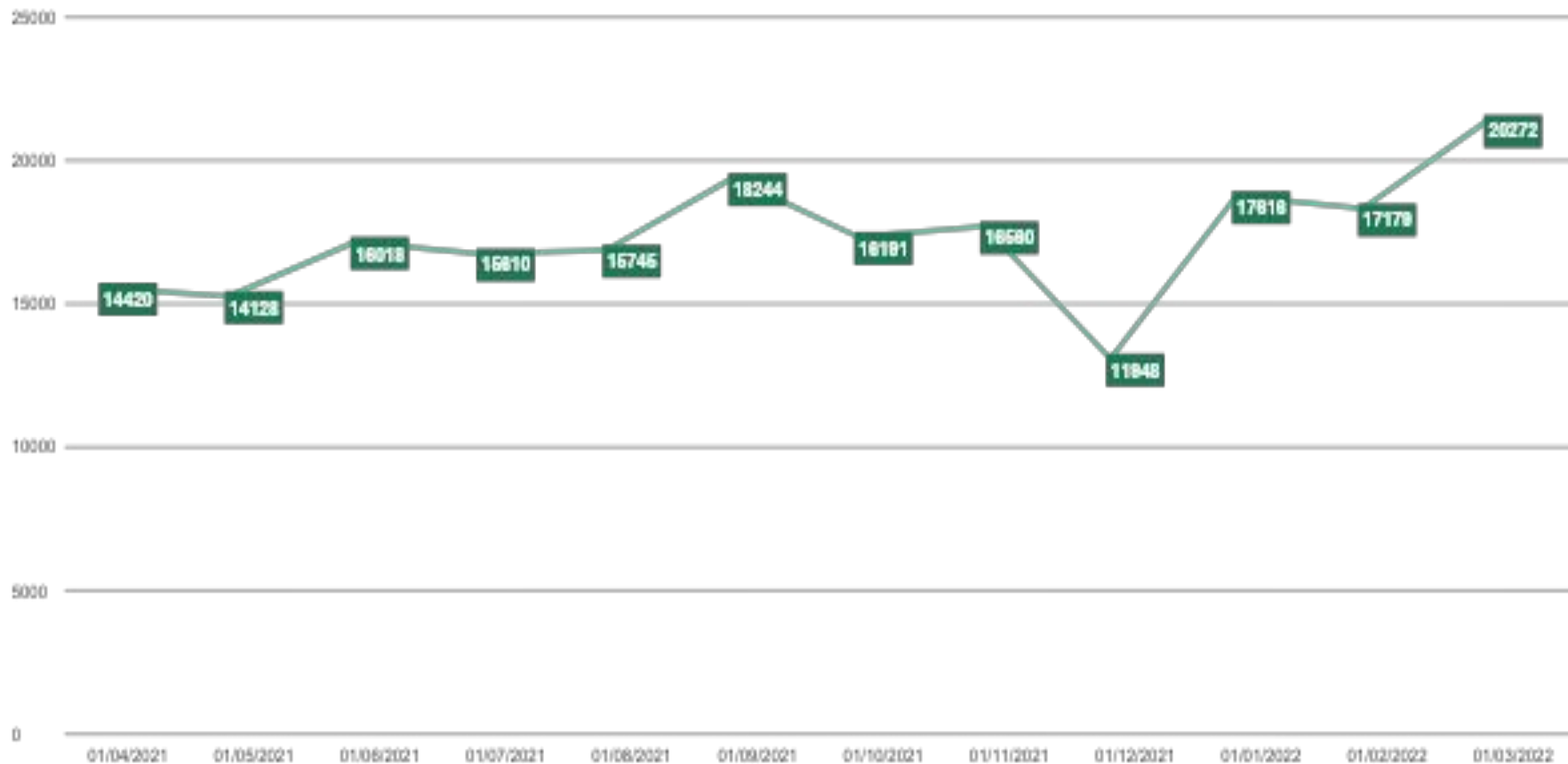
Q 1

Q 2

Q 3

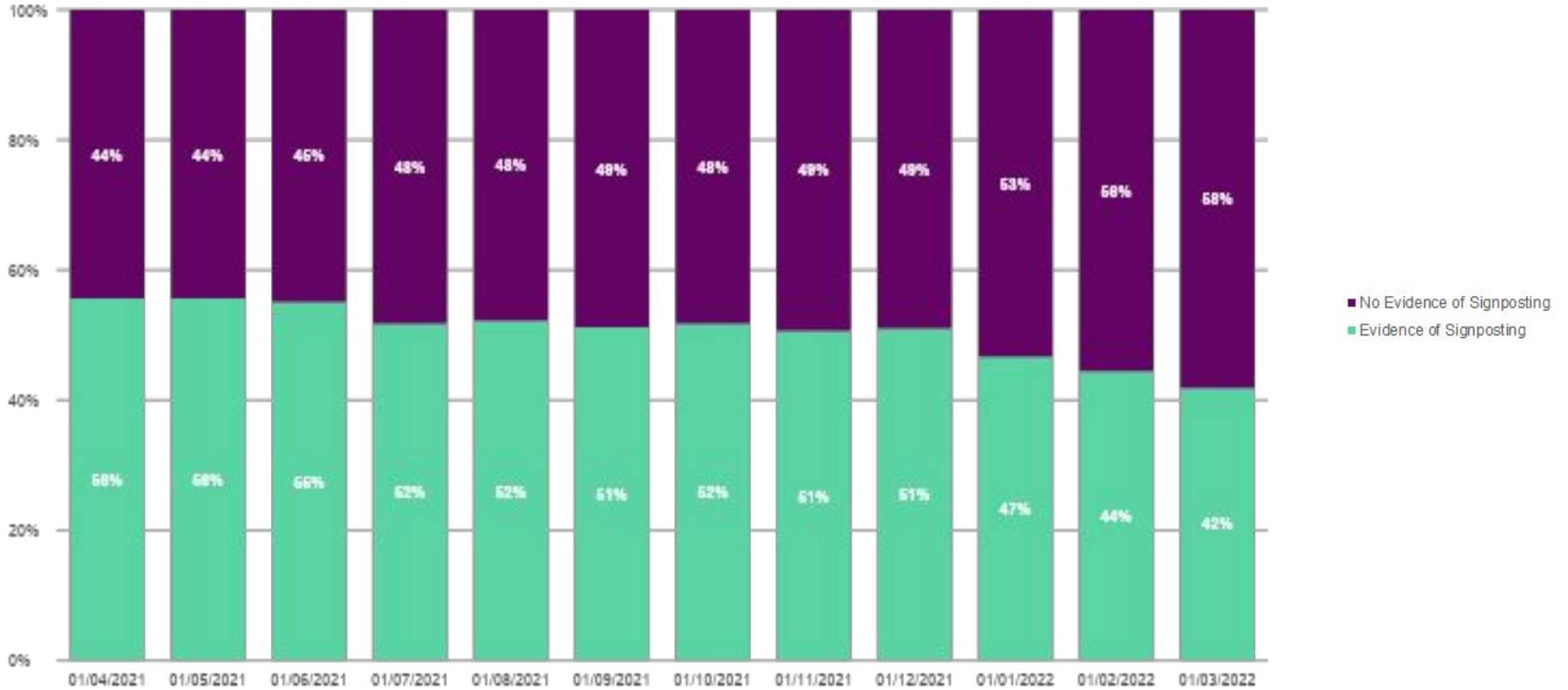
Q 4

We have seen an increase in contact, particularly ahead of the price cap increase

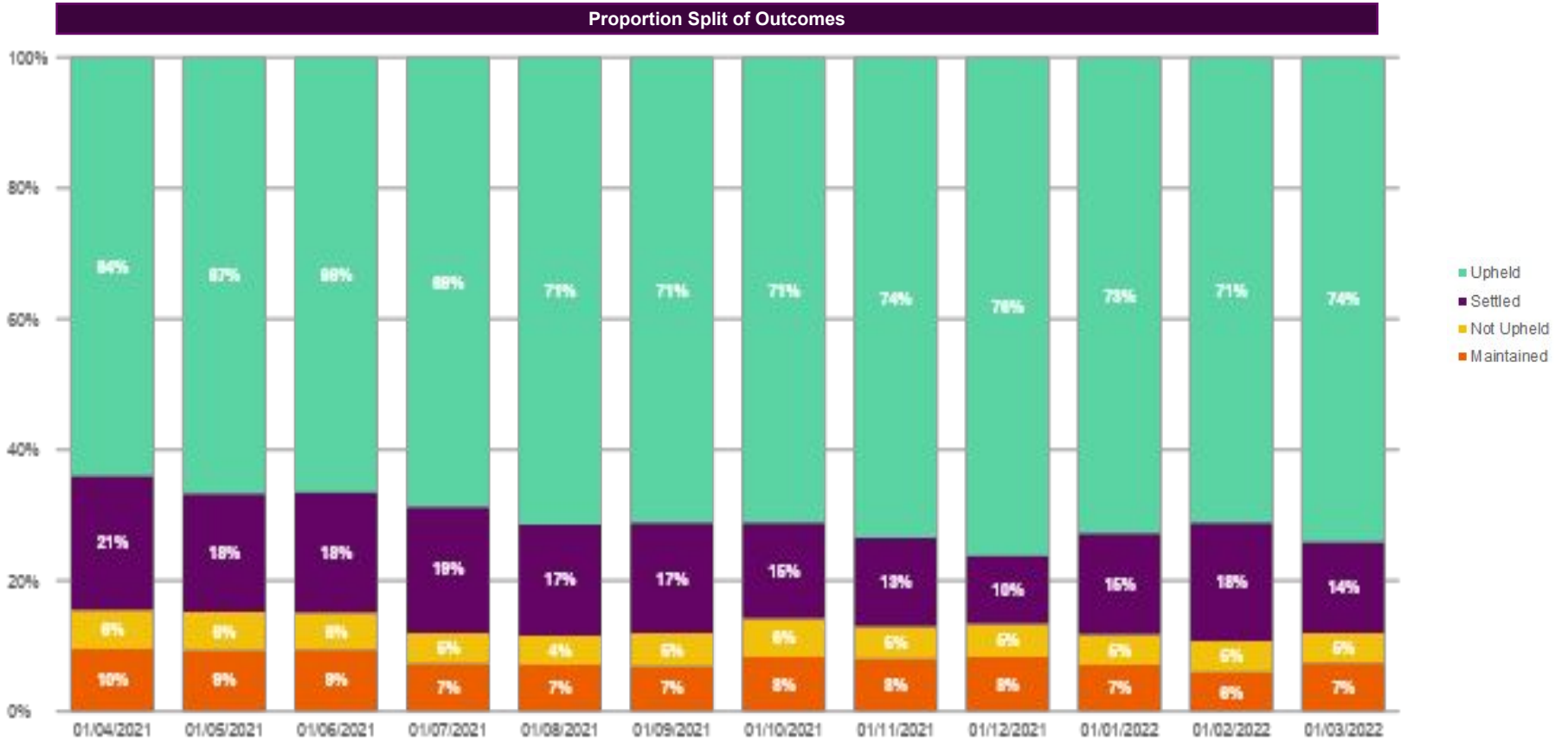


Signposting rates continue to decrease

Proportion complaints with evidence of signposting from supplier



Suppliers are settling fewer complaints before we investigate



Top 10 affordability Complaints Types – numbers

Pre-Lockdown

Complaint Type	No. of Cases
Direct Debit set at incorrect level	858
Debt Recovery Practices	800
Failure to set up direct debit	320
Unaffordable increase in Direct Debit	273
Missing payments (credit meter)	170
Unsuitable payment plan	166
Missing payments PPM	111
No notification of Direct Debit increase	110
Direct Debit cancelled by supplier	98
Customer forced to have prepayment meter	74

Lockdown

Complaint Type	No. of Cases
Debt Recovery Practices	825
Direct Debit set at incorrect level	822
Failure to set up direct debit	237
Unaffordable increase in Direct Debit	212
Missing payments (credit meter)	178
No notification of Direct Debit increase	131
Unsuitable payment plan	119
Unsuitable payment method	101
Missing payments PPM	85
Customer forced to have prepayment meter	71

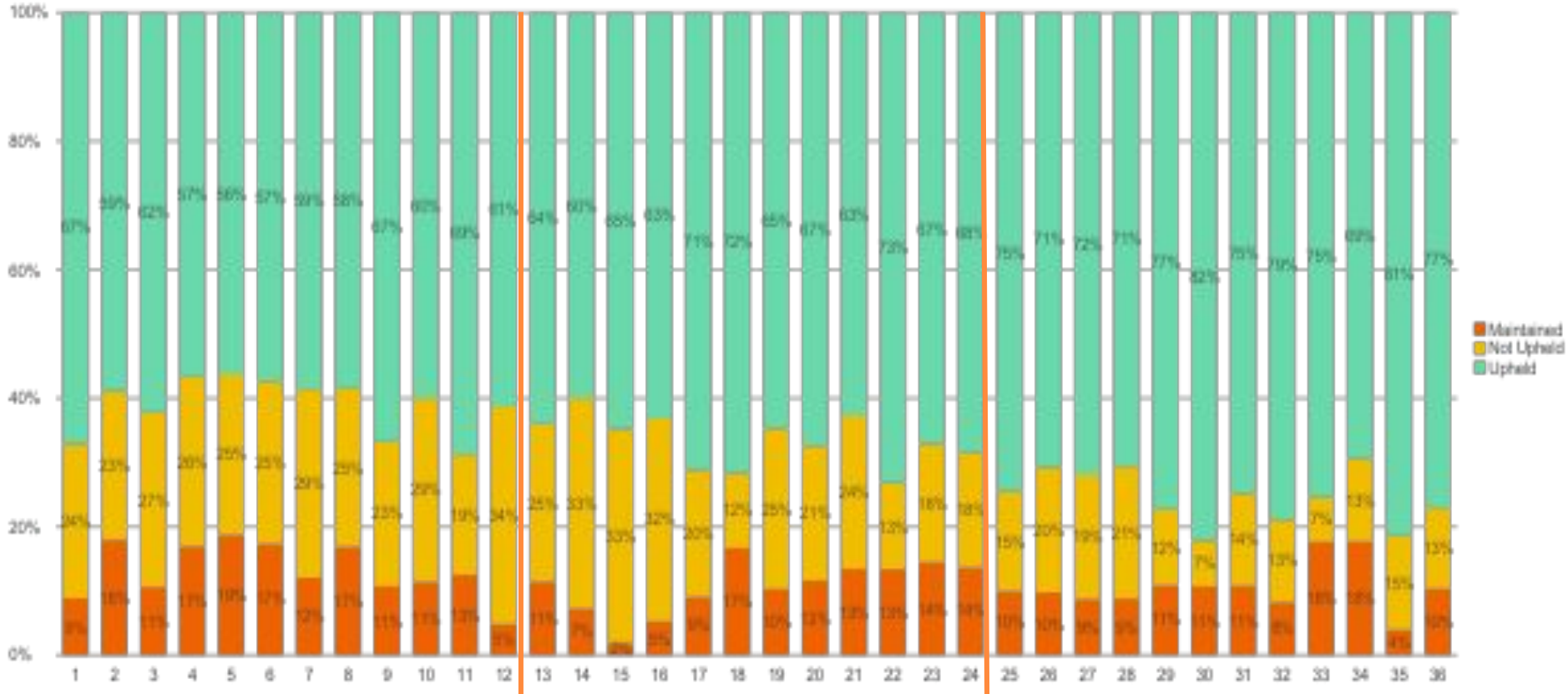
Post-Lockdown

Complaint Type	No. of Cases
Debt Recovery Practices	1314
Direct Debit set at incorrect level	786
Unaffordable increase in Direct Debit	277
Failure to set up direct debit	265
Missing payments (credit meter)	234
Unsuitable payment plan	198
Unsuitable payment method	182
Missing payments PPM	129
No notification of Direct Debit increase	126
Customer forced to have prepayment meter	100

Affordability Complaints Types – increase (pre-lockdown to post-lockdown)

Complaint Type	Percentage change
Debt Recovery Practices	64%
Missing payments (credit meter)	38%
Customer forced to have a prepayment meter	35%
Unsuitable payment plan	19%
Missing payments PPM	16%
No notification of direct debit increase	15%
Unaffordable increase in direct debit	1%
Direct debit set at incorrect level	-8%
Failure to set up direct debit	-17%

Outcomes – Debt Recovery Practices



Average upheld rate:

Pre-Lockdown: 61%

Lockdown: 67%

Post Lockdown: 75%



FUEL CRISIS REPORT 2022





149

partners
nationwide

350+

Fuel Bank
centres

500k

people
supported



“

**LAST WEEK
I DIDN'T EAT
FOR 2 DAYS**

”



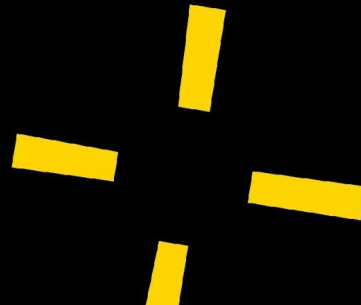


In the 12 months before receiving a fuel voucher:

96% of people supported were having to make **the choice between heating or eating**

45% of people we have supported were **rationing hot water daily**

14% of people we have supported were **sacrificing hot food daily**



49%

of people helped still face
self-disconnection
at least weekly

78%

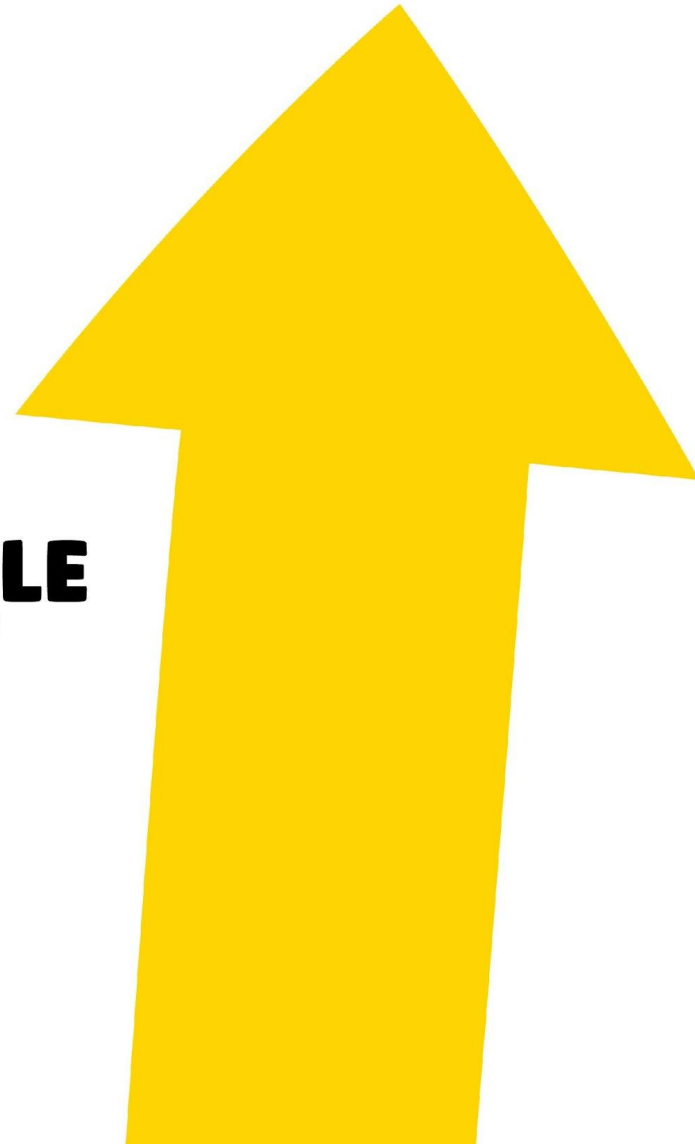
of people **strongly agree that**
talk of rising energy prices
makes them alarmed, greater
than any fear about the removal
of the UC £20 weekly uplift



75%

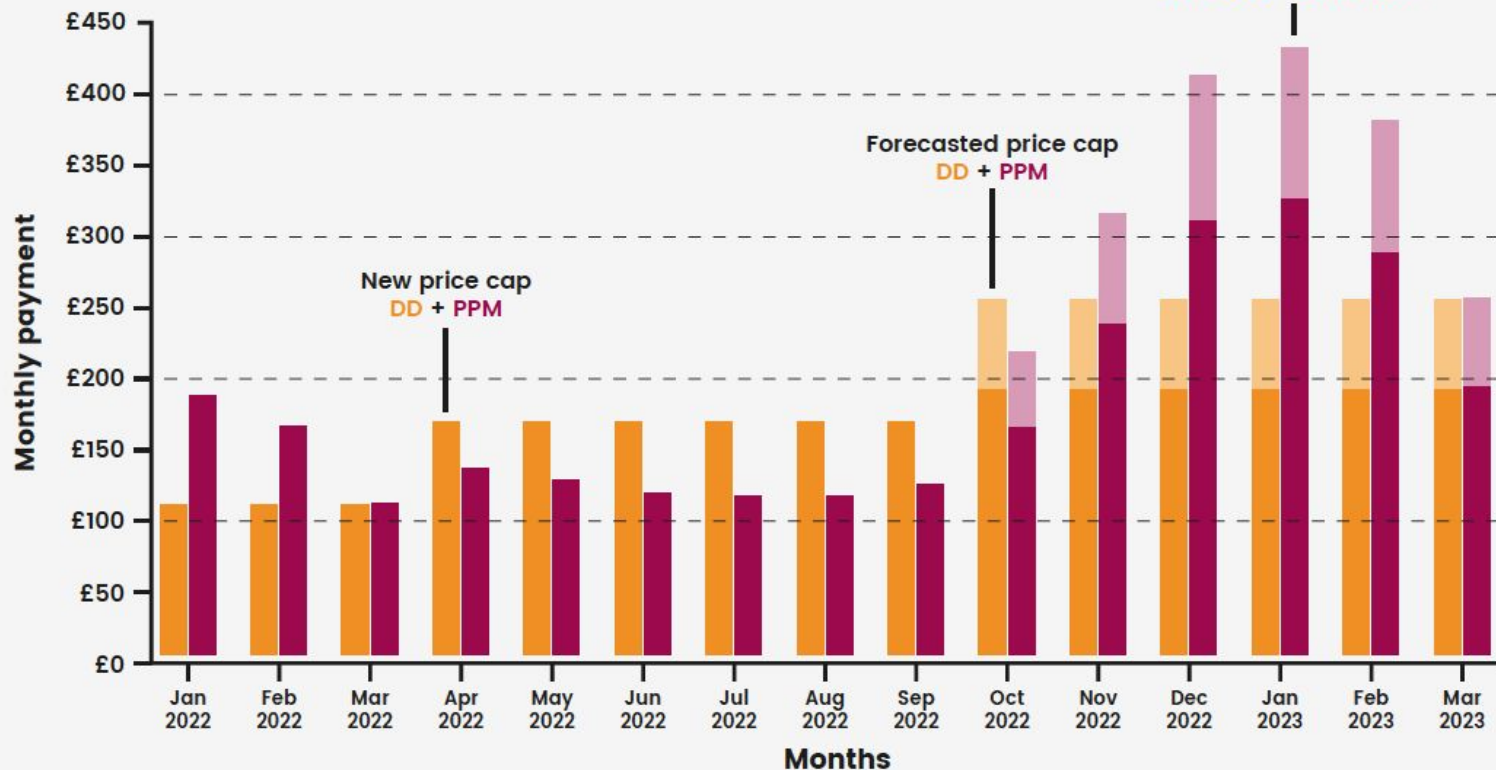
**INCREASE IN PEOPLE
NEEDING SUPPORT
FROM FUEL BANK**

Increase based on figures from 2020



Forecast average monthly payments

- Direct Debit (DD) price cap
- DD adjusted for Ukraine conflict
- Pre Payment Meter (PPM) price cap
- PPM adjusted for Ukraine conflict



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FUEL CRISIS REPORT 2022



Citizens Advice Policy Team Update

Any other business

AOB

Dates for future meetings:

- **Thursday** 25th August 2022, 9.30am – 12 noon
- **Weds** 9th November 2022, 9.30am – 12 noon
- **Weds** 1st February 2023, 9.30am – 12 noon

Non-domestic

- **Weds** 16th November 2022, 10am – 12 noon