

Market coverage

Launched in Nov 2015
with 3 Registered Participants covering
15k customers

This report:
20 Registered Participants covering
61k customers

2021

Complaints



Complaint levels rose in 2021, especially in the second half of the year, to an average of 7.4 complaints per 100 customers, compared with 3.8 in 2020. The average level recorded by Ofgem in the gas and electricity sectors in 2021 was 6.1 complaints per 100 customers.

55%

Technical issues accounted for 55% of complaints.



The two most common complaint types going to the Energy Ombudsman were billing (31%) and loss of supply/technical issues (30%).



Of all Ombudsman cases completed in 2021, 73% were upheld and 6% were settled.

£9k

Over £8.8k awarded to customers by the Energy Ombudsman.

Debt, suspension and resumption of supply

Over the year almost 30% of customers failed to pay their bill by the due date.



On average 0.7% of customers had their supply suspended due to debt in 2021 and 0.6% had their supply restored due to debt being repaid. This is higher than last year.

1.5%

of all customers were in debt and on a repayment plan.

Outages

6

A typical customer experienced about 6 unplanned interruptions during 2021, lasting on average around 5-6 hours, caused by generation or distribution issues. 808 unplanned interruptions were caused in the generation (423), or in the distribution of heat (385) to the heat network (a 60% increase on 2020). These interruptions usually affect either the whole network or a section of the network. The most common underlying cause for these were the **pump/pressurisation unit**.

72% of planned interruptions occurred in the summer months.

Almost **£724k** was paid in compensation for unplanned interruptions.

1 in 15

Up to 1 in 15* customers experienced an unplanned interruption caused within the property, usually caused by an issue with the HIU. (* assuming each event affected a unique customer)