

# Market coverage

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

This report:  
17 Registered Participants covering  
**52k customers**

## 2020

# Complaints



Complaint levels have remained below the level that Ofgem report for the gas and electricity sector for the last two years, with 3.8 complaints per 100 customers over the year, compared to Ofgem's 5.4 complaints



Billing and charges and technical issues together account for 76% of complaints

The most common complaint type going to the Energy Ombudsman was billing (39%)



Of all Ombudsman cases completed in 2020, 49% were upheld (agreed with the customer) and 33% were settled (customer and supplier reached an early resolution)

# £3k

Over £3k awarded to customers by the Energy Ombudsman

# Debt, suspension and resumption of supply

2.2% of all customers were in debt and on a repayment plan



On average 0.4% of customers had their supply suspended due to debt and 0.5% had their supply restored due to debt being repaid. This is half the figure of last year, possibly due to the COVID-19 consumer agreement.

Over the year **26.3%** of customers fail to pay their bill by the due date

# Outages

# 509

unplanned interruptions were caused in the generation (315), or in the distribution of heat (194) to the heat network. The most common underlying cause for these were the **pump/pressurisation unit**.



The average unplanned interruption lasted for 14:27 hours

**60%** of planned interruptions occurred in the summer months

Almost **£38k** was paid in compensation for unplanned interruptions

**79%** of unplanned interruptions were caused within the property, largely affecting only 1 customer at a time