

Domestic complaints handling performance

Updated September 2017



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Summary

Citizens Advice has a statutory remit to publish the energy supplier performance data. Citizens Advice took over this role on 1 April 2014 when Consumer Futures became part of Citizens Advice and Citizens Advice Scotland.

Between 2014 and 2016, Citizens Advice published a quarterly complaints handling league table which compared how domestic energy suppliers rank on handling complaints from best to worst.

In December 2016 we launched our new [energy supplier rating](#) which incorporates complaints handling data alongside other performance measures. The complaints handling league table will no longer be published separately, but we will update complaints handling performance data in this document to provide an ongoing record of complaints performance.

Methodology

Market coverage

Since April 2015, we have published performance data for suppliers with more than 50,000 customers. From December 2012 to March 2015 there is data available for the six largest energy suppliers only.

Weightings

The performance model represents weighted complaints made to the independent bodies, who are Citizens Advice Consumer Service, The Extra Help Unit, and Ombudsman Services:Energy.

Weightings have been allocated to reflect the seriousness of the complaint and the time and effort spent by the consumer to get their problem resolved. The weightings in the model place greater emphasis on situations where the consumer has had to repeatedly contact their supplier, or another agency, because the company had failed to deal with their problem. The measures used in the model are outlined below along with their weightings.

Case type	Definition	Weighting
Citizens Advice Consumer Service advice cases	These are cases where a consumer has sought independent advice or help (not information) from Citizens Advice Consumer Service. Please note that due to data protection issues it is not possible for suppliers to have full visibility of these cases.	10
Citizens Advice Consumer Service cases referred to energy companies	These are more serious cases received which are referred to the supplier's dedicated complaint handling team. These include cases where after an initial contact with Citizens Advice Consumer Service the consumer has followed the advice provided and the supplier has not resolved their issue in a reasonable time period. It also includes cases where consumers who have already progressed through or part-way through the company's complaint procedures and are not getting reasonable resolution.	25
Complaints received by Extra Help Unit*	These are complaints from vulnerable consumers that have been referred from Citizens Advice consumer service to the Extra Help Unit (EHU) where a consumer who is vulnerable, has been disconnected or is at risk of disconnection or needs support due to the complexity of the case and has previously tried to resolve their complaint with their supplier and has been unable to do so.	25
Cases received by Ombudsman Services: Energy	These are cases accepted by Ombudsman Services: Energy, the industry alternative dispute resolution scheme, because the consumer has been unable to get their complaint resolved for more than eight weeks.	30

Calculation of ratios

The number of domestic cases received about each company for each of the case types is multiplied by the weighting factor and then divided by each company's number of domestic customers.¹

The figure is then multiplied by 100,000 to give a ratio per 100,000 customers.

The total measures for each company are then combined to produce an overall ratio. The ratios are produced on a quarterly basis.

Brand names and white labels

Complaints league table data includes data for related brand names and any white label brands operated by the supplier.

1. SSE data includes Atlantic, Scottish Hydro Electric, Southern Electric, SWALEC, Ebico (pre March 2017) and Marks and Spencer.
2. British Gas data includes Scottish Gas and Sainsbury's Energy.
3. Ecotricity data includes Glide.
4. OVO data includes Southend Energy, Peterborough Energy, Fairerpower and Energy SW.
5. Robin Hood Energy data includes White Rose Energy, Brighter World, The Energy Deal, LECCy and Ebico (post March 2017).
6. Co-operative Energy data includes GB Energy (from March 2017).

¹ Customer numbers provided to Ofgem by suppliers as per their social obligations reporting requirements.

Complaints handling performance data

Table 1. Complaints ratio per 100,000 customers, June 2015 to date

This tables show the complaints handling performance by suppliers over time, and will be updated quarterly.

Energy Supplier	2015			2016			2017		
	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun
British Gas	82.8	86.4	65.3	69.0	79.5	79.0	81.1	97.3	100.4
Co-operative	645.1	1584.1	1148.8	819.3	850.3	679.1	713.0	475.7	405.6
E		55.7	74.1	54.0	35.8	27.0	70.2	50.8	15.8
E.ON	88.8	89.9	88.9	91.1	85.8	83.4	90.0	111.2	116.3
Economy	141.3	110.4	147.4	189.9	178.3	420.4	284.5	307.7	328.80
Ecotricity	70.2	124.8	98.8	74.8	176.7	164.5	134.4	144.5	175.3
EDF Energy	64.3	43.3	34.5	35.4	30.5	32.1	34.8	42.2	47.8
Extra Energy	769.5	1164.4	1553.7	1682.0	1791.2	1505.7	1447.1	1,915.8	2,393.7
First Utility	420.6	455.9	367.2	308.4	281.0	228.6	232.1	267.6	368.2
Flow Energy	169.7	227.1	89.0	32.6	132.9	120.4	175.2	133.60	178.8
Good Energy	91.2	149.4	97.2	92.2	153.2	176.6	90.7	193.6	249.5
Green Star	97.4	49.1	133.4	153.6	265.0	459.9	489.2	361.5	420.4
iSupply				607.1	347.2	818.5	554.8	665.3	690.7
npower	577.1	690.1	565.4	652.8	383.4	266.9	279.5	343.5	291.7
OVO	122.5	137.1	102.6	90.0	91.7	90.3	102.4	113.2	128.5
PFP Energy						19.0	13.5	84.5	49.6
Robin Hood Energy							100.2	329.5	368.20
ScottishPower	944.3	740.3	567.9	558.3	571.5	446.3	397.4	261.6	476.9
So Energy									16.8
Spark Energy	518.2	482.8	304.1	414.7	371.9	438.6	463.1	596	485.4
SSE	47.7	38.9	34.9	28.4	22.5	27.2	20.5	27.1	33.7
Utilita	116.0	98.3	126.7	232.7	95.6	112.9	212.5	234	153.6
Utility Warehouse	118.6	118.1	91.2	94.8	108.5	133.2	125.8	145.70	148.1
Weighted average	238.2	238.6	193.9	203.4	180.8	155.4	152.4	160.0	186.5

Tables 2 and 3 show the past complaints performance data and rankings for the period that this was published for the six large suppliers only.

Table 2. Complaints ratio per 100,000 customers, 2012 - 2015

	2012	2013				2014				2015
Supplier	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar
British Gas	43.5	53.0	55.5	55.0	43.5	75.4	81.4	97.3	72.3	83.9
E.ON	47.6	52.3	59.9	61.8	47.6	83.6	79.2	99.2	108.2	101.1
EDF Energy	92.6	75.5	75.5	74.2	92.6	84.5	82.7	110.4	75.1	76.8
npower	97.3	141.9	202.5	253.1	103.1	664.8	647.7	719.4	599.0	675.4
SSE	24.4	29.3	38.3	32.3	24.4	38.7	33.7	45.7	44.5	55.1
ScottishPower	38.3	36.8	41.0	46.2	38.3	197.7	256.0	744.8	1,163.0	1154.6
All	52.9	61.1	72.8	78.4	53.3	153.9	159.0	236.7	258.0	271.1

Table 3. Supplier rankings, 2012 - 2015

Ranking	2012	2013				2014				2015
Supplier	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar
British Gas	3	4	3	3	3	4	3	2	2	3
E.ON	4	3	4	4	4	3	4	3	4	4
EDF Energy	5	5	5	5	5	5	5	4	3	2
npower	6	6	6	6	6	6	6	5	5	5
SSE	1	1	1	1	1	1	1	1	1	1
ScottishPower	2	2	2	2	2	2	2	6	6	6

Complaints handling league table

These are the complaints handling league tables, as published quarterly between April 2015 and September 2016. These tables will not be updated in future.

Table 4. Complaints handling league table, July to September 2016

Rank	Supplier	Ratio	Previous Quarter Rank (Q2)	Previous Quarter Ratio (Q2)	Movement since previous quarter (Q2)	Change in Ratio since previous quarter (Q2)
1	PFP Energy	19	---	---	---	NEW ENTRANT
2	E (Gas and Electricity)	27	3	35.8	▲	-9
3	SSE	27.2	1	22.5	▼	5
4	EDF	32.1	2	30.5	▼	2
5	British Gas	79	4	79.5	▼	-1
6	E.on Energy	83.4	5	79.5	▼	-2
7	OVO Energy	90.3	6	90.3	▼	-1
8	Utilita	112.9	7	95.6	▼	17
9	Flow Energy	120.4	10	132.9	▲	-12
10	Utility Warehouse	133.2	8	108.5	▼	25
11	Ecotricity	164.5	12	176.7	▲	-12
12	Good Energy	176.6	11	153.2	▼	23
13	GB Energy	198.5	9	125.4	▼	73
14	First Utility	228.6	15	281	▲	-52
15	npower	266.9	15	383.4	▲	-116
16	Economy Energy	420.4	13	178.3	▼	242

17	Spark Energy	438.6	17	371.9	◀▶	67
18	Scottish Power	446.3	19	571.5	▲	-125
19	Green Star Energy	459.9	14	265	▼	195
20	Co-Operative Energy	679.1	20	850.3	◀▶	-171
21	iSupply	818.5	16	347.2	▼	471
22	Extra Energy	1505.7	21	1791.2	▼	-285

Table 5. Complaints handling league table, April to June 2016

Ranking	Supplier	Complaints ratio	Ratio (previous quarter)
1	SSE	22.5	28.4
2	EDF Energy	30.5	35.4
3	E (Gas and Electricity)	35.8	54.0
4	British Gas	79.5	69.0
5	E.ON	85.8	91.1
6	Ovo Energy	91.7	90.0
7	Utilita	95.6	232.7
8	Utility Warehouse	108.5	94.8
9	GB Energy	125.4	N/A
10	Flow Energy	132.9	32.6
11	Good Energy	153.2	92.2
12	Ecotricity	176.7	74.8
13	Economy Energy	178.3	189.9
14	Green Star Energy	265.0	153.6
15	First Utility	281.0	308.4
16	iSupply	347.2	607.1
17	Spark Energy	371.9	414.7
18	npower	383.4	652.8
19	Scottish Power	571.5	558.3
20	Co-Operative Energy	850.3	819.3
21	Extra Energy	1791.2	1,682.0

Table 6. Complaints handling league table, January to March 2016

Rank	Supplier	Ratio	Movement since Oct - Dec 2015	Previous ratio (Oct - Dec 2015)	Previous rank (Oct - Dec 2015)
1	SSE	28.4	▲	34.9	2
2	Flow Energy	32.6	▲	89.0	6
3	EDF Energy	35.4	▼	34.5	1
4	E (Gas and Electricity)	54.0	◀▶	74.1	4
5	British Gas	69.0	▼	65.3	3
6	Ecotricity	74.8	▲	98.8	9
7	OVO Energy	90.0	▲	102.6	10
8	E.ON	91.1	▼	88.9	5
9	Good Energy	92.2	▼	97.2	8
10	Utility Warehouse	94.8	▼	91.2	7
11	Green Star Energy	153.6	▲	133.4	12
12	Economy Energy	189.9	▲	147.4	13
13	Utilita	232.7	▼	126.7	11
14	First Utility	308.4	▲	367.2	15
15	Spark Energy	414.7	▼	304.1	14
16	Scottish Power	558.3	▲	567.9	17
17	iSupply	607.1	--	--	--
18	npower	652.8	▼	565.4	16
19	Co-Operative Energy	819.3	▼	1148.8	18
20	Extra Energy	1682	▼	1553.7	19

Table 7. Complaints handling league table, October to December 2015

Rank	Supplier	Ratio	Previous ratio (July - September 2015)
1	EDF Energy	34.5	43.3
2	SSE	34.9	38.7
3	British Gas	65.3	86.4
4	E	74.1	55.7
5	E.ON	88.9	89.9
6	Flow Energy	89	227.1
7	Utility Warehouse	91.2	118.1
8	Good Energy	97.2	149.4
9	Ecotricity	98.8	124.8
10	OVO Energy	102.6	137.1
11	Utilita	126.7	98.3
12	Green Star Energy	133.4	49.1
13	Economy Energy	147.4	110.4
14	Spark Energy	304.1	482.8
15	First Utility	367.2	455.9
16	npower	565.4	690.1
17	ScottishPower	567.9	740.3
18	Co-Operative Energy	1148.8	1584.1
19	Extra Energy	1553.7	1164.4

Table 8. Complaints handling league table, July to September 2015

Rank	Supplier	Ratio	Movement since April - June 2015	Previous rank (April - June 2015)
1	SSE	38.9	◀▶	1
2	EDF Energy	43.3	◀▶	2
3	Green Star Energy	49.1	▲	7
4	E (Gas and Electricity)	55.7	----	----
5	British Gas	86.4	▼	4
6	E.ON	89.9	▼	5
7	Utilita	98.3	▲	8
8	Economy Energy	110.4	▲	11
9	Utility Warehouse	118.1	◀▶	9
10	Ecotricity	124.8	▼	3
11	OVO Energy	137.1	▼	10
12	Good Energy	149.4	▼	6
13	Flow Energy	227.1	▼	12
14	First Utility	455.9	▼	13
15	Spark Energy	482.8	▼	14
16	npower	690.1	▼	15
17	ScottishPower	740.3	▲	18
18	Extra Energy	1164.4	▼	17
19	Co-Operative Energy	1584.1	▼	16

Table 9. Complaints handling league table, April to June 2015

Rank	Supplier	Ratio
1	SSE	47.7
2	EDF	64.3
3	Ecotricity	70.2
4	British Gas	82.8
5	E.ON	88.8
6	Good Energy	91.2
7	Green Star	97.4
8	Utilita	116.0
9	Utility Warehouse	118.6
10	OVO	122.5
11	Economy	141.3
12	Flow Energy	169.7
13	First Utility	420.6
14	Spark	518.2
15	npower	577.1
16	Co-operative Energy	645.1
17	Extra Energy	769.5
18	ScottishPower	944.3

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