

# Appendix A - current consumer journey (section 1.1 - 1.3)

## 1.1 Energy supplier performance league table

**Energy supplier performance**

Citizens Advice's energy supplier performance model aims to accurately illustrate relative energy company performance on access to the information they need to make well-informed switching decisions.

**How does your energy provider stack up?**

Citizens Advice's energy supplier performance model aims to accurately illustrate relative energy company performance on complaints. This will provide consumers access to the information they need to make well-informed switching decisions.

**What sort of service can you expect from your energy supplier?**

Our energy supplier customer service tool allows you to compare key information about what an energy company offers.

## 1.2 Energy supplier customer service tool

**Energy supplier performance**

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## 1.3 Price comparison site

**Compare gas and electricity prices**

We search and compare every single tariff available from every single supplier in the UK. Our average saving is £188.65\*\* per annum

What prices do you want to compare?

Gas and Electricity, Electricity only, Gas only

**Energy supplier performance: January - March 2016**

Rank	Supplier	Ratio	Movement since October - December 2015	October - December 2015 Ratio	October - December 2015 Rank
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

**What sort of service can you expect from your energy supplier?**

Our energy supplier customer service tool [ @ 71 kb] allows you to compare key information about what an energy company offers, including opening hours, how often you'll receive a new bill and the different ways you can get in touch with the company.

This is information that you told us that you're most interested in when thinking about switching supplier.

We will be adding new information to this tool in the future.

**How does your supplier stack up against the rest?**

**Compare gas and electricity prices**

Home / Your details

**Your current energy supplier**

Do you have the same supplier for both gas and electricity?  Yes  No

Current dual fuel supplier:

**Your electricity**

How do you currently pay?  Monthly Direct Debit  Quarterly Direct Debit  Pay when you receive a bill  Prepayment meter

Do you have an Economy 7 Meter?  Yes  No

**Energy Company Dashboard**

Company: National Gas

Opening Hours:

Monday	8am - 8pm
Tuesday	8am - 8pm
Wednesday	8am - 8pm
Thursday	8am - 8pm
Friday	8am - 8pm
Saturday	8am - 6pm
Sunday	Closed

Different ways to contact your supplier:

Telephone of local rate number: 03030311200  
 Email: customerservices@nationalgas.org.uk  
 Email 2: info@nationalgas.org.uk  
 Webform: Webform

Web Chat: No  
 Ring backs: No  
 Mobile hotline: No  
 Minicom/Fax: No

Frequency of billing:

	Direct Debit	Cash or Cheque	Prepayment
Annually	Yes	Yes	
£ Monthly	Yes	Yes	
Quarterly	Yes	Yes	
Monthly	Yes	Yes	

**We have located 121 energy plans for you**

Based on the information you provided we calculate that your energy spend for the next 12 months will be £480 (see details here)

If you wish to filter these results, please select the filter(s) below:

Tariff Type: Fixed or Variable | Supplier: Show all | Payment by: Show all

Tariff Name	Billing	Exit Fee	Personal Projection	Payment by	Savings
<b>Premium Energy Saver</b>					
Paper & Paperless Billing	no fee	£327.03 per year	£28.00 Monthly Fixed Direct Debit	<b>£152.97 per year</b>	Next steps
<b>GnENERGY Fixed July 2017</b>					
Paperless Billing	£49.98	£327.25 per year	£28.00 Monthly Fixed Direct Debit	<b>£152.75 per year</b>	Next steps