

## Appendix D - scoring criteria

Score	Definition	Metrics - scoring criteria				
		Complaints	Customer service	Billing	Switching	Customer commitment
		* Average score based on Citizens Advice league table - average number of complaints per quarter is approx. 350. The ranges for scores 5,4 and 2,1 have been spaced around the average score, based on the distribution of our existing performance data.	*Average score based on GFK average of total consumers very or quite satisfied in 2015.The ranges for scores 5,4 and 2,1 have been spaced around the average score, based on the distribution of our existing performance data.	*Average score consistent with customer service metric	* Average score based on best practice - Energy UK expect that for suppliers signed up to guarantee, 98% of switches will be within the 21 day target	*Suppliers (with over 150,000 customers) that have signed up to switch guarantee and/or billing code as of July 2016.
5	Excellent performance	Less than 50 per 100,000	Over 75% of consumers are very or quite satisfied	Over 75% of consumers are very or quite satisfied	All switches 21 days or less	Signed up to both switch guarantee and billing code
4	Good performance	51- 100 per 100,000	70-75% of consumers are very or quite satisfied	70-75% of consumers are very or quite satisfied	95% plus of switches in 21 days or less	Signed up to either switch guarantee or billing code
3	*Average performance	101 to 350 per 100,000	60-69% of consumers are very or quite satisfied	60-69% of consumers are very or quite satisfied	75% plus of switches are 21 days or less	n/a
2	Satisfactory performance	351 to 550 per 100,000	51-59% of consumers are very or quite satisfied	51-59% of consumers are very or quite satisfied	50% plus of switches are 21 days or less	n/a
1	Poor performance	Over 550 per 100,000	50% and below of consumers are very or quite satisfied	50% and below of consumers are very or quite satisfied	Under 50% of switches in 21 days	n/a

Metric	Complaints	Customer service	Billing	Switching	Customer commitment
Weighting	30%	25%	25%	10%	10%
Maximum weighted score out of 5	1.5	1.25	1.25	0.5	0.5

## Appendix D - example of scoring

Supplier	Complaints			Customer service			Billing			Switching			Customer commitment		
	Data	Score	Weighted	Data	Score	Weighted	Data	Score	Weighted	Data	Score	Weighted	Data	Score	Weighted
<b>A</b>	35 per 100,000	<b>5</b>	1.5	72% very or quite satisfied	<b>4</b>	1	65% very or quite satisfied	<b>3</b>	0.75	100% in 21 one days	<b>5</b>	0.5	Signed up	<b>5</b>	0.5
<b>B</b>	45 per 100,000	<b>5</b>	1.5	90% very or quite satisfied	<b>5</b>	1.25	80% very or quite satisfied	<b>5</b>	1.25	100% in 21 one days	<b>5</b>	0.5	Not signed up	<b>0</b>	0
<b>C</b>	400 per 100,000	<b>2</b>	0.6	55% very or quite satisfied	<b>2</b>	0.5	55% very or quite satisfied	<b>2</b>	0.5	100% in 21 one days	<b>5</b>	0.5	Signed up	<b>4</b>	0.4
<b>D</b>	200 per 100,000	<b>3</b>	0.9	61% very or quite satisfied	<b>3</b>	0.75	72% very or quite satisfied	<b>4</b>	1	80% in 21 one days	<b>3</b>	0.3	Not signed up	<b>0</b>	0
<b>E</b>	700 per 100,000	<b>1</b>	0.3	80% very or quite satisfied	<b>5</b>	1.25	58% very or quite satisfied	<b>2</b>	0.5	60% in 21 one days	<b>2</b>	0.2	Not signed up	<b>0</b>	0

Results	
Supplier	Overall rating (rounded to nearest quarter of a score)
<b>B</b>	<b>4.5 out of 5</b>
<b>A</b>	<b>4.25 out of 5</b>
<b>D</b>	<b>3 out of 5</b>
<b>C</b>	<b>2.5 out of 5</b>
<b>E</b>	<b>2.25 out of 5</b>

## Appendix D - alternative scoring criteria

### Methodology

- Suppliers allocated a score between 1 and 17 for each metric, ranked by how well each supplier performs.
- The metric weightings described in Section 2.1 of main consultation document are used.
- For identical performance, scores are divided equally between suppliers. The customer commitment metric is approached like this too, but where suppliers have not met the customer commitment a score of 1 is awarded.
- Suppliers receive a performance ranking based on their total score. For identical performance suppliers are awarded the same final ranking.

## Appendix D - example of alternative scoring criteria

Supplier	Complaints	Customer service	Billing	Switching	Customer commitment	Overall score	Weighted score	Overall rank	Weighted rank	Results	
										Supplier	Performance ranking based on highest score
A	12	15	17	13	1	58	13	16	16	Q	1st place
B	17	1	15	4	1	38	9.6	7	12	A	2nd place
C	11	6	10	9	16	52	9.8	14	13	K	3rd place
D	1	2	11	7	1	22	4.35	2	2	P	4th place
E	13	13	3	1	13	43	9.3	10	10	C	5th place
F	9	10	4	14.5	1	38.5	7.75	8	7	B	6th place
G	14	5	7	14.5	1	41.5	8.75	9	8	N	7th place
H	2	11	9	2	13	37	7.1	6	6	E	8th place
I	8	16	1	11	13	49	9.05	11	9	I	9th place
J	4	3	6	5	1	19	4.05	1	1	G	10th place
K	10	17	13	10	1	51	11.6	12	15	F	11th place
L	5	9	2	8	1	25	5.15	4	3	H	12th place
M	3	12	5	3	1	24	5.55	3	4	O	13th place
N	7	4	14	12	16	53	9.4	15	11	M	14th place
O	6	7	8	6	1	28	6.25	5	5	L	15th place
P	15	8	12	16	1	52	11.2	14	14	D	16th place
Q	16	14	16	17	16	79	15.6	17	17	J	17th place