

Market coverage

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

This report:
13 Registered Participants covering
45k customers

2019

Complaints



Complaint to customer ratio was 4.7% compared to 7.0% in the regulated market

A 63% decrease in complaint to customer ratio from last year



Most common complaints are billing (37%) and technical issues (36%)



Of all the Ombudsman cases completed in 2019, 58% were upheld, 24% were maintained, 9% were settled and 9% were not upheld

£4k

Nearly £4k was awarded to customers by the Energy Ombudsman. 63% of this was a goodwill payment, 36% was paid as credit



Debt, suspension and resumption of supply

2.9% of all customers were in debt and on a repayment plan



On average 0.8% of customers had their supply suspended due to debt. And 0.8% had their supply restored due to debt being paid

On average **26.3%** of customers did not pay their bill by the due date

Unplanned Outages

There were **818** unplanned outages over the year

On average an unplanned interruption in 2019 lasted 11 hours 57 minutes



49% of unplanned interruptions originated within the customer's property

£25k

Over £25k paid to customers in compensation for unplanned outages

Within the generation and distribution of the heat network the most common cause (51%) of unplanned interruption in Period 2 was the pump or pressurisation unit