

## Market coverage

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

This report:  
9 Registered Participants covering  
**36k customers**

## Complaints



Complaint to customer ratio: 12.9% compared to 7.7% in regulated market.



Most common complaints are technical issues (42%) and billing (34%).

**60%**

of complaints investigated by the Ombudsman were related to billing or back-billing and 25% related to customer service.



The Ombudsman upheld 62% of cases. In 75% of complaints investigated, the customer accepted the Ombudsman's findings.

**£9k**

Over £9,000 was awarded by the Energy Ombudsman to customers. The average award was £105. The largest single award was over £2,400.

## Debt, suspension and resumption of supply

5.3% of all customers were in debt and on a repayment plan.



On average, 2% of customers had their supply suspended due to debt

Following on from this, on average, 1% of customers had their supply restored due to debt being paid

**1%**

## Outages



There were

**745**

unplanned outages over the year.

On average a planned outage lasted 6 hrs 55 mins.



**58%**

of unplanned interruptions originated with the generation of heat.

Most common causes of outages were to do with issues within the energy centre, linked to pressurisation or involving an issue with the HIU.