

E.ON UK Newstead Court Little Oak Drive Sherwood Park Annesley Nottinghamshire NG15
ODR eonenergy.com

Sarah Fisher Tel: 07970 692622 Sarah.Fisher@eon.com

11th September 2018

Dear Jenni,

Energy supplier rating Consultation on a rating for smaller supplier performance

Thank you for providing us with the opportunity to comment on the above consultation.

Our response to the questions posed are as follows:

Question 1 Do you agree with our minded-to option to expand the existing rating to include suppliers with over 25,000 meter points? If no, what would you suggest as an alternative approach?

Yes, we agree that an expansion to include suppliers over 25,000 meter points would be the preferred approach to enable customers to make a fully informed choice when choosing their supplier.

Question 2 Do you agree with our proposals to use the same metrics as the existing supplier rating, for suppliers with over 25,000 meter points?

Yes, we agree with the proposal to use the same metrics as the existing supplier rating measures.

Question 3 Do you support our minded-to option to lower the threshold for a supplier to have a consumer service referral, or to retain the

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existing requirements and remove the weighting for those under 50,000 meter points?

Yes, we support the minded-to option to lower the threshold for a supplier to have a consumer service referral to 25,000 meter points.

Question 4 Do you agree with lowering the weighting to per 10,000 meter points for all suppliers as the most appropriate approach? If not, what would be a more appropriate alternative approach?

Yes, we agree with lowering the weighting to per 10,000 meter points for all suppliers.

Question 5 Do you agree that these are appropriate metrics for suppliers with more than 25,000 meter points? If not, please provide evidence to support your answer.

Yes, we agree that the proposed metrics are most appropriate for all suppliers.

Question 6 If Ofgem's changes proceed, do you agree with our proposal to measure bill timeliness performance based on Bills and statements only? If you disagree, please include an explanation.

Yes, we support the removal of Annual Statements and only base the bill timeliness on bills and statements.

Question 7 Are these the right communication methods to consider? Please give a reason why, and let us know if there are others we should include in this exploratory RFI. Please include details about what data you collect about these communication methods currently.

Yes, we believe these are the correct communication methods to be considered except for telephone ring backs (which we understand would be when a customer calls in to our call centre and chooses to have a call back by a customer service representative).

E.ON can collect data on the prevalence and response times for the following communication methods: • Webchat • Email • Online messaging

However, with regards to telephone ringbacks, these are included within our regular outbound calls and are not monitored separately.

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Question 8 Do you agree with our proposal to rank suppliers with a tied rating based on their complaints score?

Yes, we agree that with your proposal of ranking suppliers on their complaints score.

If you have any further queries please contact Sarah Fisher by email at sarah.fisher@eon.com and also copy in our shared mailbox regcommsexternal@eonenergy.com.

Yours sincerely,

Sarah Fisher Regulatory Executive