

Thursday 6th September 2018

Dear Jenni and Alice,

Response to Citizens Advice consultation on a rating for smaller supplier performance July 2018.

Thank you for the opportunity to respond to this consultation to introduce the energy supplier rating to smaller suppliers. I can confirm that this response is non-confidential and may be published on your website.

Overall PFP Energy are in favour of the proposed changes. We are supportive of increasing the existing rating to suppliers with over 25,000 meter points on the grounds that it is more inclusive and increases competition. As the market has become more fragmented, we believe it is important that surveys should aim to cover at least 80% of the total market for transparency purposes.

We agree that the same metrics should be used for the wider industry market, as the current scope of the rating covers only a fraction of suppliers in the market. We believe that the rating captures important information for customers to enable them to make informed choices when switching suppliers and therefore information on all suppliers should be made available.

We also agree that web chat, email, online messaging services and telephone ring backs are the right communication methods to consider alongside call centre wait times to measure customer service. With the growth of technology in society and customer communication preferences changing, by including response times for the alternative communication methods the rating will not only benefit customers when comparing, to suit their personal needs but also presents the suppliers with an opportunity to include performance of the different customer service channels on offer. Therefore, we welcome changes as proposed.

Yours sincerely,

Olivia Binsley,
Compliance Assistant
PFP Energy Ltd.