



By Email

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Dear Jenni

Consultation on a rating for smaller supplier performance

Please find below npower's response to the Citizens Advice proposed changes to the energy supplier rating consultation.

Response summary

npower is supportive of expanding the market coverage of the supplier rating to enable consumers to make more informed choices. We agree with the proposed approach and it is important that suppliers are using the same metrics to avoid any confusion for consumers and to provide a fair and consistent comparison.

Response to consultation questions

Q1 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.

It is important that consumers have relevant information to inform their decision when switching and to enable them to easily compare the market on a like for like basis. This helps with transparency and trust in the market.

You identify some key information items e.g. Warm Home Discount, offering payment options and we suggest that consideration should be given to reflect these with prominence in the rating tool.

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Q2 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, it is important to provide consistency for consumers to be able to make their comparison.

Q3 Do you support our minded-to option to lower the threshold for a supplier to have a consumer service referral, or to retain the existing requirements and remove the weighting for those under 50,000 meter points?

Yes, we support the option to lower the threshold for a supplier to have a consumer service referral to support better outcomes for more consumers.

Q4 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.

Q5 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 these are appropriate metrics.

Q6 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, this is a reasonable proposal.

Q7 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 agree with the communication methods listed for consideration. Accessibility is a key metric as a consumer offering as it provides the consumer the choice of contact method and we're encouraged to see your consideration to expanded this metric. We suggest that appropriate time is provided to develop the KPI's and to ensure consistent measurement across suppliers.

Q8 Do you agree with our proposal to rank suppliers with a tied rating based on their complaints score?

No. The complaints score is already factored into the rating by an increased weighting therefore should not be used twice to rank suppliers. We suggest the tied ranking remains the same but further explanation is provided if you have received feedback to say that it is confusing.

We hope that you find our consultation response useful. If you wish to discuss this matter further please contact me (laura.parkes@npower.com).

Yours sincerely,

Laura Parkes

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npower