

Response to Citizens Advice consultation about the energy comparison tool project

Company: Utilita

Submitted on: 9 September

E-UK submission and find myself Generally supportive of the EUK submission and points raised. In particular I support strongly the following points:

1) Timing

While we are generally supportive of the principle of the comparison tool, we believe that the November timeline is too short. A dummy run of the data should be conducted and suppliers and other stakeholders given time to test the tool and comment prior to a wider launch. We believe it would be better to defer the launch and have a dummy run.

2) ETs

We do not support a metric on Erroneous Transfers. Erroneous transfer issues occur for any number of reasons and are generally not well understood by customers. It is not clear what benefit would be derived from such a metric by customers. The assignment of fault can be difficult and the key is to make sure the customer's wishes are met as far as possible. You may wish to speak to the EHU who are aware of some confidential issues in this area at present.

3) If the comparison tool is to offer real value to customers it should include all suppliers not just 17. Information on the larger suppliers (including the larger independents) is available in a number of places including wider complaints reporting etc. Customers need more help in assessing performance from less well known suppliers where they are considering offers, and this is an area where I believe Citizens Advice can offer value.