

## Response to Citizens Advice consultation on the energy comparison tool

Company: Zog Energy

Submitted on: 30 July

Zog Energy is not represented on the Energy supplier customer service tool therefore it is not giving a full view of the market.

Questions contained in the document:

1. The five metrics proposed sound reasonable, but why is there a threshold of size before a supplier is represented. We supply data to CAB monthly and quarterly, so why is that not used?
2. I would give more weighting to billing than the 25% suggested. In our experience, accurate billing means people's payments match their usage and that leads to satisfied customers. The UK is spending £12bn on a smart metering programme with the aim of accurate billing.
3. No, I don't agree. To be representative, it should consider the whole of the market.
4. No. The speed of answering a call does not equate to the speed of resolving a query. We live in an electronic world now and many customers prefer to email than phone, therefore speed in replying to email may be considered more important.
5. ET is one measure of accurate switching, but not the only one. The data on Xoserve is far from 100% accurate and issue such as crossed meters can cause an ET. Better to look at the controls a supplier has in place to control switching and resolve ETs, should they occur.
6. No
7. No. Having scores per 100,000 disadvantages smaller suppliers as a single complaint has a massive impact.
8. Yes
9. No
10. Possibly, if whole of market is considered.