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10 October 2019

Dear Thomas

Consultation on new customer service metrics and other updates

Thank you for the opportunity to respond to the consultation on the proposals for new customer service metrics. We have set out our key thoughts on the consultation below.

Email

We agree that now is the time to account for new contact methods to be included in the supplier rating. However, we dispute the proposed weightings. The weightings should be reflective of industry average. At Green Network Energy, telephone calls represented 80% of contact with email and social media comprising 20%. The proposed weighting mean that telephone contact would account for 60% of our ease of contact score and email/social media being 40%. While we are unsure of how our contacts compares with industry, it's important that the weightings reflect how customers are contacting suppliers.

We agree with the proposal to measure this metric as the percentage of emails answered within a period of time. Consideration needs to be given to how to account for emails outside of working hours.

Social Media

We agree with the proposal to introduce social media as a customer service metric and to use direct messages to Facebook and Twitter. There is a need for clarity for use of social media for marketing purposes only. While our social media pages are there for marketing and we are not actively inviting customers to contact us through this method, if we do receive messages we still aim to respond substantively as it would not be a good customer outcome to simply ignore their query.

We also seek clarity on the use of chat bots that may be integrated with social media. While this is something that we do not use at this moment in time, we may do in the future. Chat bots can be effective at resolving customer queries without the need for agent interaction. Here, the customer has been answered substantively – how should these resolutions be accounted for within the metrics?

If you have any questions, or wish to discuss anything further, please get in touch.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Samuel', with a horizontal line underneath.

Samuel Arnold

Regulatory Manager