

Table of Contents

- 1.0 Billing
- 2.0 Billing - Credit Limit
- 3.0 Billing - Data Protection
- 4.0 Billing - Fraud
- 5.0 Billing - Inaccurate Invoices
- 6.0 Billing - Inaccurate Meter Reading
- 7.0 Billing - Incorrect Account Details
- 8.0 Billing - Lack of Information
- 9.0 Billing - Mis-Information
- 10.0 Billing - Missing Payment
- 11.0 Billing - No Bill Received
- 12.0 Billing - Non Requested Disconnection
- 13.0 Billing - Payment Method
- 14.0 Billing - Quality of Customer Service

- 21.0 Transfer
- 22.0 Transfer - Contract Cancellation
- 23.0 Transfer - Data Protection
- 24.0 Transfer - Fraud
- 25.0 Transfer - Incorrect Action Taken
- 26.0 Transfer - Incorrect Billing
- 27.0 Transfer - Installation
- 28.0 Transfer - Lack of Information
- 29.0 Transfer - Loss of Service
- 30.0 Transfer - Mis-Information
- 31.0 Transfer - Non Requested Disconnection
- 32.0 Transfer - Requested Disconnection
- 33.0 Transfer - Request not Actioned
- 34.0 Transfer - Quality of Customer Service

1.0 Billing

1.1

A supplier failed to administer the accounts on this case and provided inaccurate bills despite C providing meter readings regularly each quarter. The Ombudsman concludes after several attempts the supplier corrected its billing errors however C experienced inconvenience and incurred costs when seeking resolution.

In summary the Ombudsman required the supplier to make a goodwill gesture in recognition of the poor administration, inadequate level of customer care, and costs C incurred when seeking resolution to the complaint and to issue a letter of apology.

1.2

C complained that billing by the supplier was not provided in the manner it was supposed to. C complained and the supplier made several assurances that the problem would be resolved. However it was not resolved. When C was provided with bills C complained of being on the wrong tariff. The supplier investigated this and found C was charged correctly, but had been misadvised.

The Ombudsman considered C experienced poor customer service from the supplier, but the apology and goodwill gestures previously provided were adequate.

5.0 Billing - Inaccurate Invoices

5.1

C complained that after the supplier resolved a previous complaint, it later refused to implement the settlement, it investigated the complaint and found that there had been confusion by C over the arrears outstanding and offered an additional goodwill payment, but found the deal C had agreed to was for an incorrect sum that C insisted was due to be paid.

The Ombudsman decided there was no shortfall in customer service and that the supplier had completed a more thorough review when looking at the case again, which unfortunately meant C, was due to pay more than C originally expected. No further action was required of the supplier.

11.0 Billing - No Bill Received

11.1

C complained that the supplier overcharged them and failed to provide billing information. C complained but the supplier failed to respond initially, it later investigated the complaint and found C had not been set up on the correct tariff. There was a delay in completing the necessary corrections, which the Ombudsman considered was a shortfall in the customer service.

The Ombudsman required the supplier to make an apology for the poor customer service, provide the requested invoices and make a goodwill payment in recognition of the delays.

25.0 Transfer - Incorrect Action Taken

25.1

C received bills for an unknown occupant at the address. C discovered the energy supply at the property had been switched to another provider. C contacted previous supplier which confirmed the supply had transferred. C contacted National Grid which confirmed the meter at the property was attached to a different address. C contacted new supplier and agreed to a contract with it. However, C continued to receive bills from previous supplier and the new supplier was unable to provide a key for the electricity meter, which meant C was without a supply. C complained but the problem remained unresolved.

The supplier confirmed the MPRN had been allocated to an incorrect address. It confirmed the details had now been amended. It was unable to issue a key for the electricity meter as the previous provider had allocated the meter to an incorrect address and current supplier did not have the correct electricity serial number.

The Ombudsman considered C had experienced a shortfall in customer service and that the supplier had failed to follow the erroneous transfer procedure. It was required to make a payment as a gesture of goodwill, confirm in writing to C that all details held had been corrected and arrange for someone to visit C's property, check the meters and issue a key.

27.0 Transfer - Installation

27.1

C complained that the supplier failed to set up an account properly or bill them. C complained, to which stated the account was being set up, and that there were some technical issues, but it could not be specific as far as timescale went. C was worried that a large arrears bill was accruing.

The Ombudsman considered C had experienced poor customer service, but that it could not be entirely attributed to the supplier. However, it was required to ensure there was a regular update for C, that it made a goodwill payment in recognition of the delay to date and apply a further discount for each month C was without a proper billed account.