

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

C complained that the Supplier sent an incorrect final bill before they transferred to a new service provider. C complained but the Supplier initially failed to respond. The Supplier then investigated C's complaint, found that it had used the correct information when producing its final bill and that no further action was required.

The Ombudsman concurred with the Supplier, but required it to make an apology for the confusion and a shortfall in customer service over the advice provided by its advisors and for the lack of a response to C's letter. C was also awarded a small goodwill gesture.

1.2

The Supplier failed to transfer C's gas supply to its provision in a timely manner due to inaccurate record keeping that delayed the processing of the application. The Supplier took over the supply of the gas however has failed to set up an account. C had not been able to make payment for the service for over six months. The Supplier offered a payment plan and a reduction in the bill in recognition of its service failure.

The Ombudsman considers there was a shortfall in customer service at times on this case. In summary the Ombudsman requires the Supplier to set up a gas account and a direct debit and notify C accordingly; reduce the bill by 25%; offer a payment plan in view of C's ability to pay the outstanding balance on the account. The Supplier is to make a goodwill credit in acknowledgement of the customer service issues raised, inconvenience and costs C incurred when seeking resolution to the complaint and it is to issue a formal letter of apology.

1.3

C received a bill for five years' backdated charges. The Supplier confirmed that although correct meter readings had been provided, it had ignored the readings and continued to issue bills based on a one rate, instead of a two rate meter. It applied the backdated charges when it updated its records. C disputed the charges and the Supplier offered a reduction of the bill as a gesture of goodwill and a repayment plan. C was dissatisfied with the offer.

The Supplier's failure to accurately update its records or register the meter readings it received was considered to be indicative of a significant shortfall in customer service. It was required to recalculate and apply the backdated charges for two years only and maintain its offer of a repayment plan. A further credit as a gesture of goodwill was also required due to the difficulties C had experienced contacting the Supplier and the Supplier's failure to provide promised call backs.