

1. A customer, with a responsibility to execute the estate for an account holder who was deceased, contacted a supplier to notify it that the deceased possessed 31 unused £5 pre payment cards for a token meter. The supplier advised the executor to take photographs of the cards and return them with proof of posting. The executor sent these along with documents and requests to close the account. The executor complained many times to the supplier over a long period but did not receive a refund. Eventually the supplier sent a letter requesting more time to provide the refund. The C asked the Ombudsman to investigate the complaint.

Following the Ombudsman's request to the supplier for a case file, the executor contacted the Ombudsman to state that a cheque refund from the Supplier had arrived for the amount requested. The Ombudsman had confirmation from both parties that the complaint was resolved.

2. A customer requested to change energy supplier at a new property. The customer provided the new supplier with more than 10 meter readings, yet it continued to contact the customer asking for more readings. The customer complained that despite making numerous verbal and written complaints the problem was not resolved and unusually high bills were being received. The customer, who had a disability, also complained that the supplier was unsympathetic in the way the complaint was handled.

Following the Ombudsman's request for a case file the supplier contacted the customer to rectify the meter reading problem. The supplier apologised to the customer and made an offer of a payment for goodwill. The Ombudsman received confirmation from both parties that the complaint was resolved.

3. A customer requested to change supplier and the supplier took over the wrong account. This was despite the customer providing a meter point reference number with the transfer request that was unique to the property. The customer also requested a pre-payment meter at the time of the transfer. The customer complained that the supplier did not install the meter and sent bills for services not used.

Following the Ombudsman's request for a case file the supplier contacted the customer to request the correct meter details. The supplier apologised to the customer and made an offer of a payment, for goodwill, an apology and a refund of any overpayment. The Ombudsman received confirmation from both parties that the complaint was resolved.

4. An executor provided a final meter reading to a supplier for a parent who was deceased. On closing the account the supplier confirmed that the customer was due a substantial refund. Despite the executor sending in several letters of complaint the supplier did not send the promised refund.

Following the Ombudsman's request for a case file the supplier contacted the executor to apologise and to confirm that it had issued a cheque for the refund along with an additional payment for goodwill. The Ombudsman received confirmation from both parties that the complaint was resolved.

5. A customer asked a supplier to change from a pre-payment meter to direct debit. The supplier stated that there was a debt on the meter as the supplier had not calibrated it in line with price increases. The customer complained that as the meter point was outside the property, the supplier had access at all times. The customer complained that because of the supplier's failure to recalibrate the meter it should cancel the debt.

Following the Ombudsman's request for a case file the supplier contacted the customer to apologise and to arrange to exchange the meter. The Supplier also waived the outstanding bill as a gesture of goodwill. The Ombudsman received confirmation from both parties that the complaint was resolved.

6. A customer complained, after receiving a debt collection notice from a supplier, that no bill for the stated amount had ever been received. The customer paid the bill in full but then received visits from a collection agency which was attempting to recover a debt.

Following the Ombudsman's request for a case file the supplier contacted the customer to apologise and to arrange for an up-to-date meter reading and a revised bill. A payment, for goodwill, was also offered in recognition of the shortfall in customer service experienced. The Ombudsman received confirmation from both parties that the complaint was resolved.

7. A customer complained that a bill was incorrect as the meter reading supplied by the customer had been incorrectly recorded by a supplier. This resulted in the account being in credit. The customer received a revised bill but was not charged at a price-protected rate that had previously been agreed. Also, a dual fuel discount had not been allowed.

Following the Ombudsman's request for a case file the supplier contacted the customer to apologise and to arrange for an amended bill which included the correct discounts. The Ombudsman received confirmation from both parties that the complaint was resolved.

8. A resident complained that a supplier sent bills to the property in someone else's name. The property of a previous occupier had been demolished and a new property had been built on the same site. The resident did not have an account with this supplier. The resident complained that despite sending several letters to the supplier to explain and to return the bills, no response was received. The resident also complained that the supplier sent disconnection notices to the property, despite not supplying any services.

Following the Ombudsman's request for a case file the supplier amended its account details so that the resident would not receive any further bills for the occupier of the premises that used to stand on that site. The supplier also gave a payment, for goodwill, in recognition of the shortfall in customer service. The Ombudsman received confirmation from both parties that the complaint was resolved.