

Overview 2019/2020

The EHU's performance is measured against a range of KPIs including positive consumer outcomes, case resolution times and customer satisfaction research.

KPIs and Measures



Complaints Received

9,686

April 2019 to
March 2020

8,755

April 2018 to
March 2019

↑ 11%

Change from
18/19 to 19/20

Enquiries

1,829

April 2019 to
March 2020

1,684

April 2018 to
March 2019

↑ 9%

Change from
18/19 to 19/20

Ask the Adviser

3,599

April 2019 to
March 2020

3,016

April 2018 to
March 2019

↑ 19%

Change from
18/19 to 19/20

Total cases

15,114

April 2019 to
March 2020

13,455

April 2018 to
March 2019

↑ 12%

Change from
18/19 to 19/20

Extra
Help
Unit



Financial Redress

£1,915,910

April 2019 to March 2020

£3,291,825

April 2018 to March 2019

↓ 11%

Change from 18/19 to 19/20

KPIs and Measures cont.

Quality Assessments:

- 1) 70% of cases categorised as green
- 2) 90% of cases categorised as green or amber

1) Green – 74%
2) Green/Amber 95%
 April 2019 to March 2020

1) Green – 74%
2) Green/Amber 92%
 April 2018 to March 2019

1) Green – no change
2) Green/Amber ↑3%
 Change from 18/19 to 19/20

Domestic Casework

Cases closed within 35 WD (73%)

67%
 April 2019 to March 2020

65%
 April 2018 to March 2019

↑ 2%
 Change from 18/19 to 19/20

Cases closed within 66 WD (85%)

86%
 April 2019 to March 2020

85%
 April 2018 to March 2019

↑ 1%
 Change from 18/19 to 19/20

Tangible outcome (80%)

82%
 April 2019 to March 2020

82%
 April 2018 to March 2019

n/a
 Change from 18/19 to 19/20

Accent customer satisfaction survey: Consumers satisfied or very satisfied with the quality of service (85%)

90%
 April 2019 to March 2020

88%
 April 2018 to March 2019

↑ 2%
 Change from 18/19 to 19/20

KPIs and Measures cont.

Micro-business Casework

Cases closed within 35 WD (73%)

71%

April 2019 to March 2020

72%

April 2018 to March 2019

↓ 1%

Change from 18/19 to 19/20

Cases closed within 66 WD (85%)

89%

April 2019 to March 2020

86%

April 2018 to March 2019

↑ 3%

Change from 18/19 to 19/20

Tangible outcome (80%)

65%

April 2019 to March 2020

64%

April 2018 to March 2019

↑ 1%

Change from 18/19 to 19/20

Accent customer satisfaction survey: Consumers satisfied or very satisfied with the quality of service (85%)

90%

April 2019 to March 2020

78%

April 2018 to March 2019

↑ 12%

Change from 18/19 to 19/20

“I was referred to the EHU as I could not afford to top up my gas and electricity prepayment meters. I was shielding due to the Covid-19 crisis and lost my job. I had no income while my Universal Credit application was being processed. The EHU contacted my energy supplier and they agreed to provide £200 credit on my prepayment meters to keep the energy supplies on whilst I was shielding.”

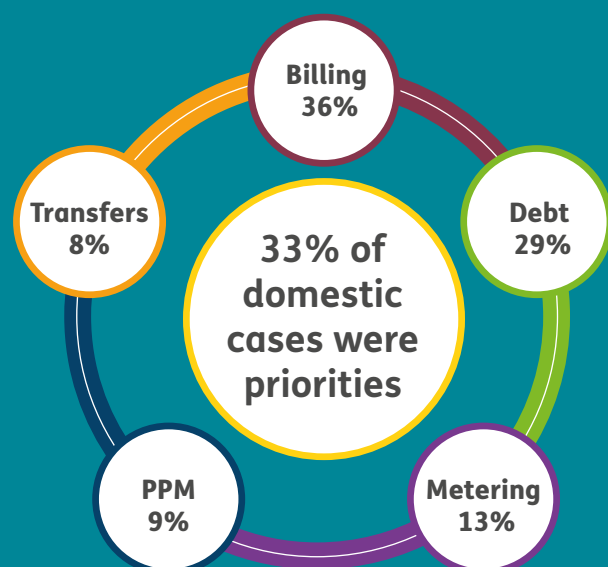


Trends 2019/2020

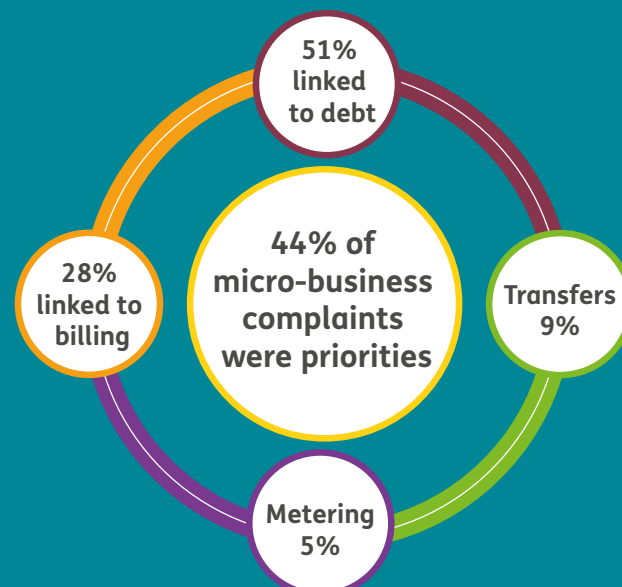
- > Billing errors and debt and disconnection continued to be the key reasons energy consumers seek assistance.
- > Prepayment self disconnection was the top complaint category across the year, continuing to demonstrate this is a key concern for energy consumers, not only in winter months but across the whole year. The Unit acts quickly to ensure those at risk of self disconnection are able to access fuel vouchers or obtain discretionary credit from their supplier, whilst ensuring that debt recovery rates are set at an appropriate level.
- > Further changes were seen across the market with suppliers going out of business, suppliers of last resort being appointed and other activities such as trade sales and acquisitions.
- > The onset of the Covid 19 pandemic was immediately felt in March 2020 with priority cases accounting for 50% of complaints:
 - > The increased risk of self-disconnection due to self-isolation, social distancing and reduced incomes meant many consumers were seeking reassurance on how to cope with these new challenges, plus some suppliers were struggling to answer calls. On the whole, suppliers acted positively and focused limited resource on supporting vulnerable consumers.
 - > During the transition to home working, the EHU telephone line remained open and 98% of calls were answered in March.
 - > The EHU contributed to Energy UK and UK government discussions on supporting vulnerable consumers during the pandemic. The EHU is also part of a high level working group with Ofgem and other charities to monitor developments in this area.

Overall complaint themes 2019/2020

Domestic



Micro-business



Industry engagement

The EHU continued to attend regular tripartite meetings with the Citizens Advice (England and Wales) energy retail team, Ofgem and Ombudsman Services to discuss emerging concerns affecting energy consumers.

The EHU continued to co-chair quarterly supplier liaison meetings with Citizens Advice to update industry on trends and performance of the Unit. Attendees include a range of larger and smaller suppliers, BEIS, Scottish Government, OSE, Energy UK and Ofgem. A yearly supplier liaison was also held for business suppliers.

Issues discussed across the year included:

- > British Standards Institute presented on BS 18477 for Inclusive Service Provision.
- > EHU led changes to complaint coding to improve trend analysis
- > Continued billing analysis and review of back billing licence condition

The EHU responded to Ofgem's consultation on proposals to improve outcomes for consumers who experience self-disconnection and self-rationing, in addition to providing case evidence across the year to support compliance and enforcement investigations into specific suppliers.

Wider issues raised with Ofgem included:

- > concerns about some suppliers changing smart meters into prepayment mode remotely without vulnerability checks being made or the agreement of the consumer and;
- > the application of the back billing licence condition. The EHU has continued to challenge suppliers on their interpretation of the back billing licence condition and is currently highlighting these concerns to Ofgem with a view to improving understanding and consistency across industry.

Comments from consumers taken from the Accent customer satisfaction survey:



"I would say that it's the best service I've ever had. They were kind, honest people"

"Just that the Extra Help Unit were fantastic and gave me support when I was at my lowest. I was not getting anywhere and the supplier would not talk to me."

"They took the stress out of the whole issue for me really."

"I felt I was being treated like a human being, respected, professional."

"They're extremely helpful, very informative - they kept me informed every step of the way. I can't praise them enough, to be honest."

"They were fabulous and kept me sane, I recently lost my husband and felt very alone at the time."

"Just glad that they were there to help me. After a year it was making me feel ill. It was physically and mentally draining. I don't know what I would have done without the EHU"