

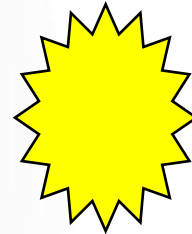
Review of EHU performance 2008-2009

Consumer Focus Board Meeting 13th October 2009

Natasha Murray, Head of Extra Help Unit

EHU Cases handled October 2008 to September 2009

Complaints	5,677
Enquiries	1,929
Total Complaints and Enquiries	7,606 <i>* 89% of cases from domestic consumers*</i> <i>* 99.45% of cases relate to energy*</i>



**Compensation
£680,043**



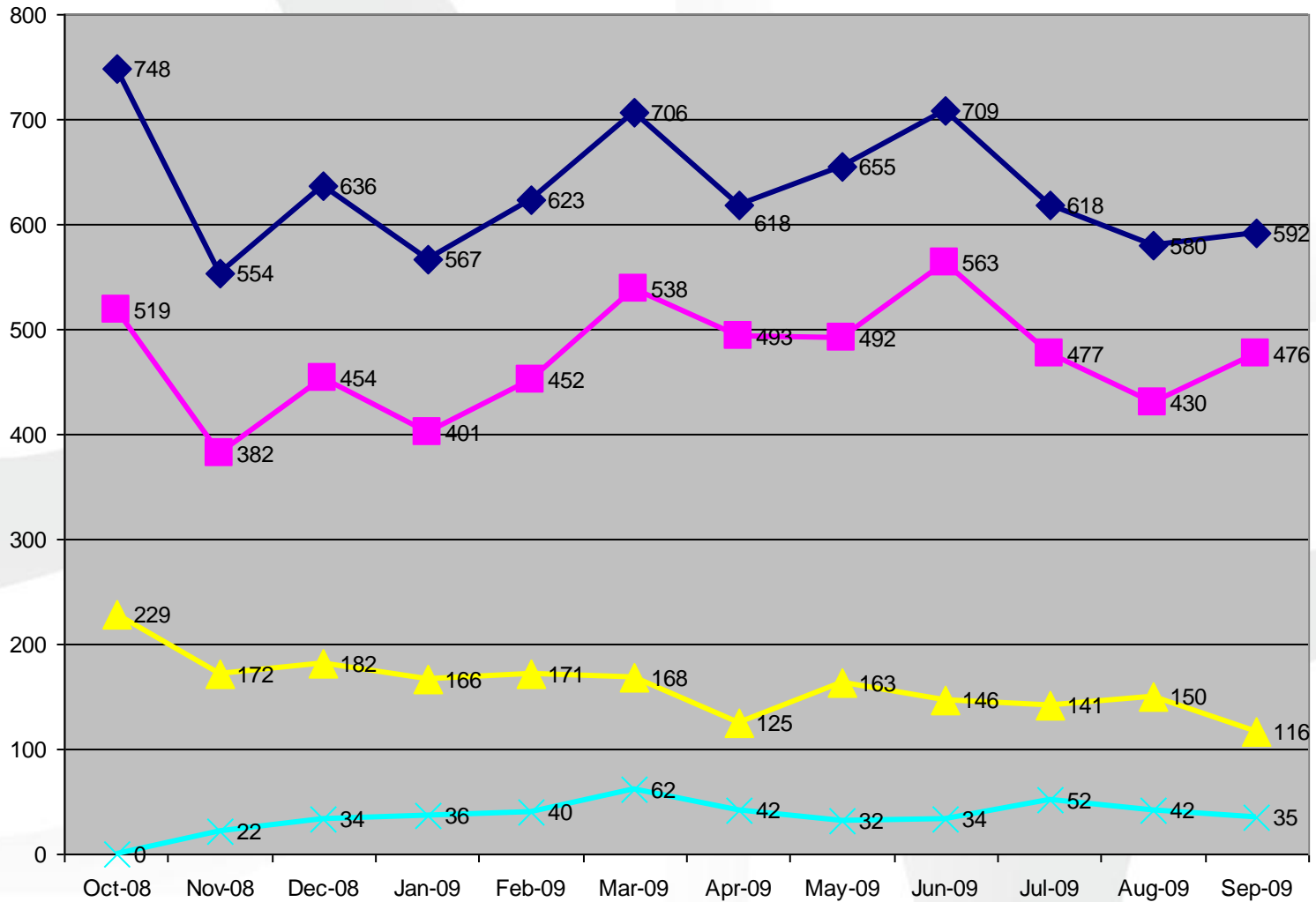
***88% Of complaints
closed within 35WD***



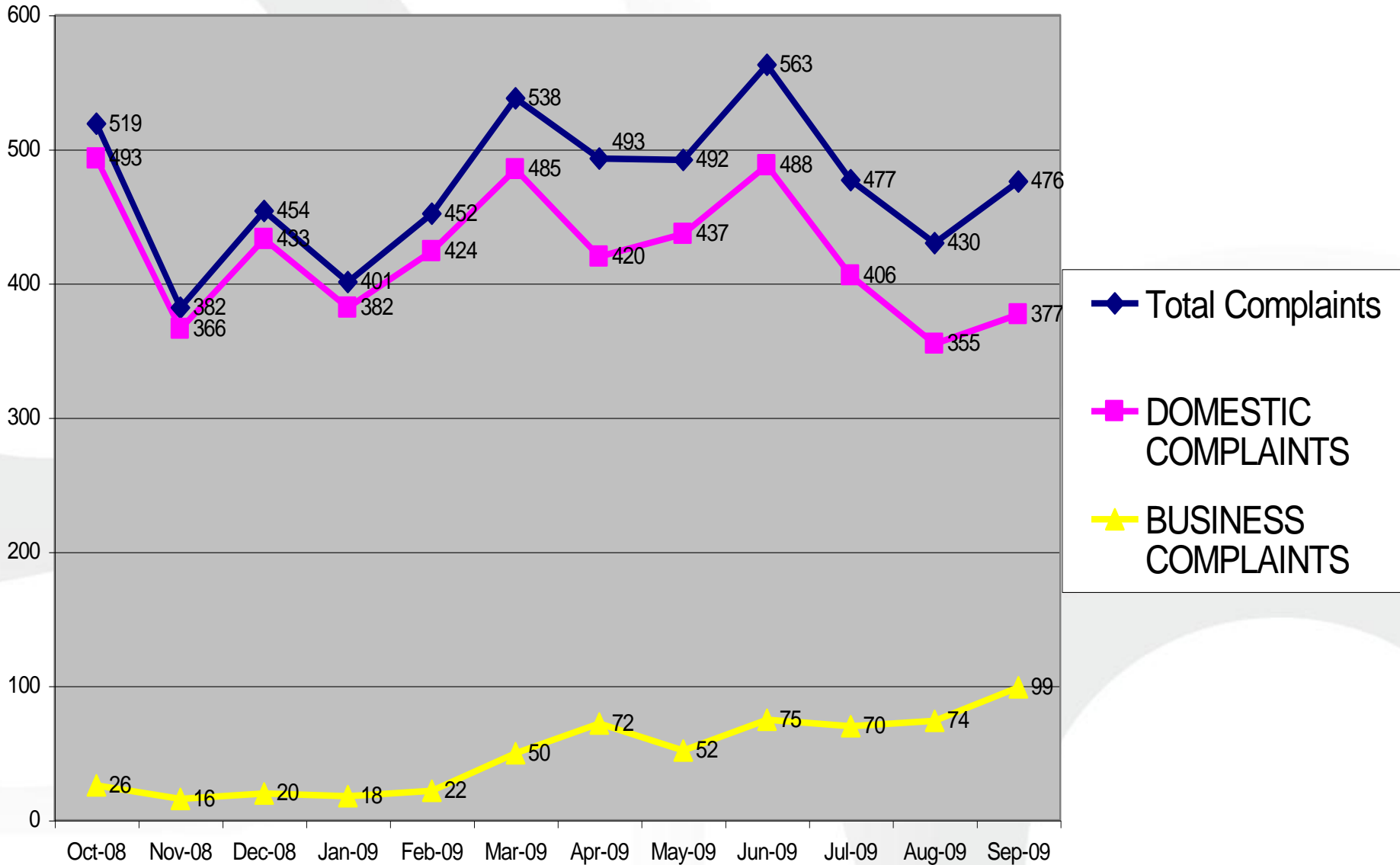
***97% of complaints
closed within 66WD***

All cases logged by EHU

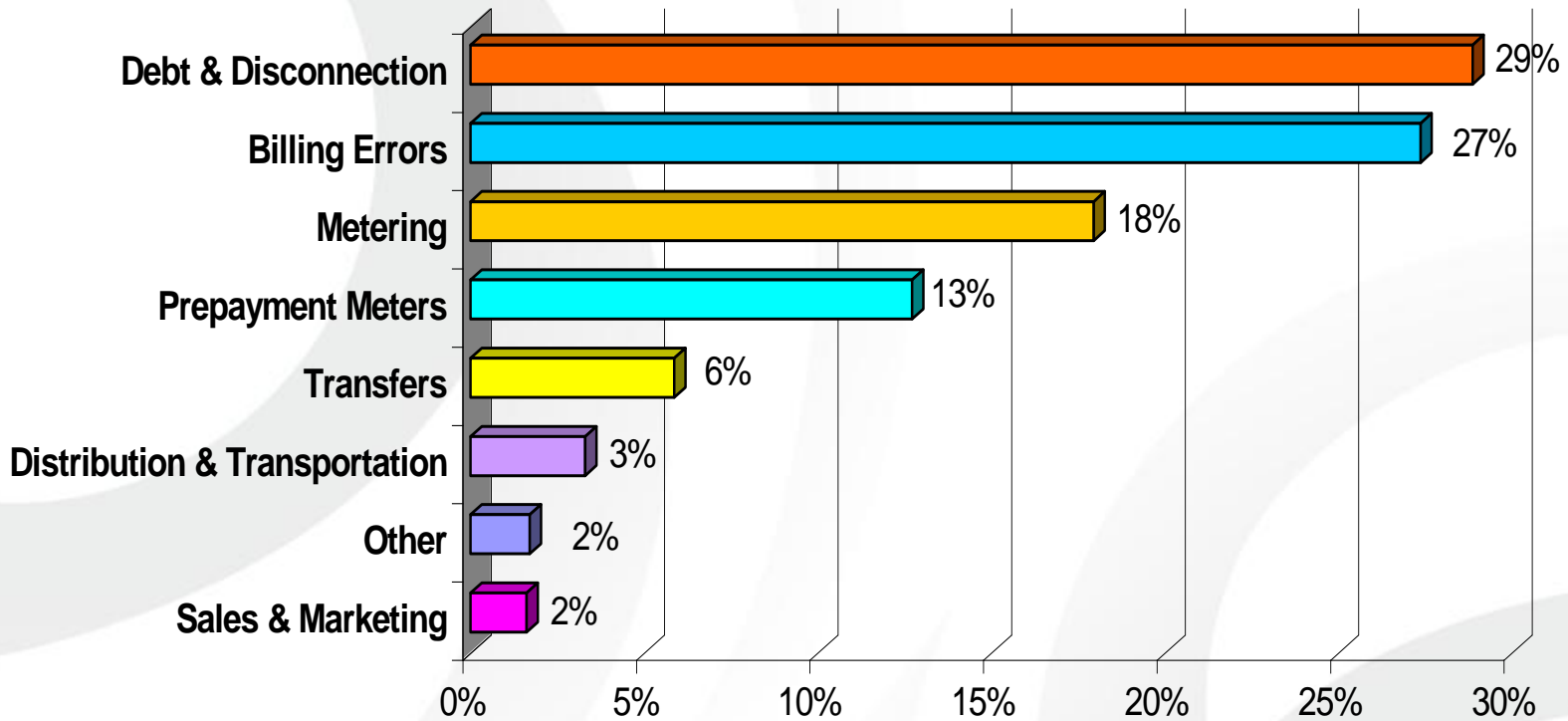
◆ Total Cases (C+E) ■ Total Complaints ▲ Total Enquiries ✕ Ask the Adviser



Complaints logged by EHU



Reasons for contacting EHU



Executive Liaison Team

 **Ask the Adviser Service = 431 contacts**

 **MP/MSP/ AM cases = 184:**

- 87% from MPs

- 11% from MSPs

- 2% from AMs

Stakeholder engagement

- 📅 Quarterly Meetings with Big 6 and ERA
- 📅 Supplier visits to Consumer Focus
- 📅 Quarterly Meetings with Ofgem
- 📅 Regular contact with:
 - ✓ Consumer Direct
 - ✓ Energy Ombudsman

Operational Focus

📄 Complaint handling procedures

📄 Welsh Language cases and Language Line

📄 **New KPIs:**

→ *Customer Satisfaction*

→ *Benefit the EHU brings to consumers based on outcomes achieved on cases*

Policy Issues identified by EHU

- 1. Range of concerns and failures about pre and post disconnection process – *led to joint work on Debt and Disconnection with Ofgem***
- 2. Vulnerable consumers being disconnected – *report published***
- 3. British Gas:**
 - RPU
 - Restrictive debt recovery payment plans being imposed - *evidence passed to Ofgem*
 - Interpretation of a 'deemed contract'

4. **ScottishPower**

- installing PPMs with high recovery rate
- changing switching times for those with dynamic teleswitches – resulting in the removal of day time boosts. Advice is being sought from Ofgem on potential licence breach

5. **EDF's** interpretation and application of back billing code







6. Working with Policy teams to highlight difficulties vulnerable consumers experience when being moved into social and private rented properties

Small Business – case analysis

- **Majority of cases are linked to disconnection or threat if disconnection under the following circumstances:**
 - Domestic flat upstairs public house or business and both supplied by the one meter
 - Dispute over previous tenant's debt
 - Concern over legal tenancy agreements
 - Companies do not always accept sub-leases considering them to be a 3rd party issue.
 - Billing dispute

Small Business – case analysis

- ☐ **Identified the need for improved consumer education on:**
 - ✓ deemed contracts/rolling contracts
 - ✓ switching and renewing contract terms
 - ✓ Grants/Funding available for businesses – both energy efficiency and debt advice
 - ✓ Making payment during a dispute

-  ***When I read your email I almost cried, your response to my complaint is very heartfelt and understanding which is something we feel has been lacking***
 -  *Thank you for your help and assistance in this matter you were prompt, efficient and effective and I am appreciative of all your efforts and will recommend your site to anyone who has problems with the gas board etc.*
 -  ***Just a quick email to say a big thank you to you for dealing with my case. It had gone on for a long time and it had affected my health with the stress, headaches and some sleepless nights.***
 -  *It is so important that Consumer Focus carries on the good work in campaigning for a fair deal for members of the public who are confused by certain companies. Many, many thanks to you all.*
 -  ***Consumer wanted to pass on her thanks to Colin as it has taken her 3 years to try and resolve matters***
 -  *I cannot begin to thank you and your staff for all your hard work. I am so grateful words fail me*
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