

Annex B: Chosen supplier performance model

Source	Measure	Definition	Weighting	Consumer Focus decisions on the use of each measure
Direct complaints to suppliers	Direct complaint resolved after one day	A consumer has logged an expression of dissatisfaction with their supplier	1	<p>It is not possible to incorporate these measures into the pilot due to inconsistency of reporting across the industry.</p> <p>The ERA is leading a project to address this and Consumer Focus will review the situation in six months with the aim of incorporating these measures then.</p>
	Direct complaint not resolved after one day	<p>A consumer has logged an expression of dissatisfaction with their supplier and the complaint has not been resolved by the end of the next working day after the complaint was logged.</p> <p>This indicates a more serious complaint as it could not be dealt within one working day.</p>	2	
	Repeat direct complaint	<p>A consumer has contacted their supplier again regarding an existing complaint.</p> <p>This indicates a failure of the supplier to resolve a complaint in a timely way which has caused the consumer to make further contact with the supplier.</p>	5	

Source	Measure	Definition	Weighting	Consumer Focus decisions on the use of each measure
Consumer Direct cases	Advice only case	<p>A customer has sought independent advice or help (not information) from Consumer Direct.</p> <p>The fact that a consumer has chosen to access an independent body for advice or help indicates a more serious problem than contacting their supplier. The majority of consumers have contacted their supplier several times before going to Consumer Direct for help. Consumer Focus's independent research commissioned in February 2010 indicated that consumers had contacted their supplier an average of five times before calling Consumer Direct.</p> <p>The complaint handling standards require all suppliers to signpost to Consumer Direct on the back of their bills and websites to ensure a consistent approach across the industry. Consumer Focus has carried out an audit of suppliers' bills and websites and concluded that all of the 'Big Six' suppliers are compliant with the signposting requirements of the complaint handling regulations in this area.</p>	10	<p>Consumer Focus will use this measure in the pilot, excluding information and non redress cases, in the chosen model.</p> <p>We believe is an important indicator to differentiate between suppliers' performance as it involves the greatest volume of energy cases from an independent body.</p> <p>We acknowledge supplier concerns and suggest a reconciliation process could be introduced to alleviate fears that cases are being incorrectly categorised against suppliers.</p>

Source	Measure	Definition	Weighting	Consumer Focus decisions on the use of each measure
Consumer Direct cases (cont)	Company referral	<p>A customer's case is referred by Consumer Direct to their supplier.</p> <p>In the majority of cases Consumer Direct will provide the consumer with advice to empower them to resolve the issue themselves. More serious cases will be referred to the supplier's company referral team. These include cases where after an initial contact with CD the consumer has followed the advice provided and the supplier has not resolved their issue in a reasonable time period.</p> <p>It also includes cases where consumers who have already progressed through or part-way through the company's complaint procedures and are not getting reasonable resolution.</p>	20	Consumer Focus will use this measure in the pilot as it is fully verified by suppliers and is used in the interim measure.
	Repeat company referral	<p>A customer's case is referred by Consumer Direct to their supplier's company referral team again if a previous referral has not been actioned or if a previous referral has not resulted in the consumer being satisfied and there is still value in re-referring.</p> <p>This indicates a repeated failure of the supplier to resolve a consumer's complaint.</p>	50	<p>It is not possible to incorporate these measures currently due to recording method. Consumer Direct have agreed to amend the field so it is mandatory going forward. Consumer Focus will review in three months time with the aim of incorporating this measure then.</p> <p>Consumer Direct will ensure repeat referrals are included in the weekly reconciliation process.</p>

Source	Measure	Definition	Weighting	Consumer Focus decisions on the use of each measure
Consumer Focus Extra Help Unit cases	Complaint received	<p>A section 12 or 13 complaint from a vulnerable consumer is received by Consumer Focus's Extra Help Unit via Consumer Direct.</p> <p>This indicates a case where a consumer who is vulnerable, has been disconnected or is at risk of disconnection or needs support due to the complexity of the case has previously tried to resolve their complaint with their supplier and has been unable to do so.</p>	50	<p>Consumer Focus will use this measure, rather than cases which are used in the interim measure.</p> <p>The dispute process which enables suppliers to challenge cases where they feel they should not be recorded as complaints is being reviewed following representation from industry. Some revenue protection cases may be applicable for dispute. Consumer Focus will update the process as necessary.</p>
Energy Ombudsman cases	Case received outside terms of reference	<p>A consumer's case is not within the terms of reference of the Energy Ombudsman.</p> <p>This indicates a consumer has been seeking redress regardless of whether their case has been accepted.</p>	tbc	Consumer Focus will investigate collecting data with a view to incorporating it at a later stage.
	Case received inside terms of reference	A consumer's case is accepted by the Energy Ombudsman.	n/a	Consumer Focus will not use this measure as it made up of the following two categories so will be duplication.

Source	Measure	Definition	Weighting	Consumer Focus decisions on the use of each measure
Energy Ombudsman cases (cont)	Case received at eight+ weeks (not deadlock)	<p>A consumer's case which has been unresolved for more than eight weeks is accepted by the Energy Ombudsman.</p> <p>This indicates a serious problem where a consumer has potentially been waiting a significant length of time to get their problem resolved.</p>	50	Consumer Focus will use this measure in the pilot.
	Case received at deadlock	<p>A consumer's case with a deadlock letter is accepted by the Energy Ombudsman.</p> <p>This indicates a case where a supplier has notified a consumer in writing that it is unable to resolve their complaint to their satisfaction.</p> <p>These cases are less serious than those that have reached the eight week deadline as they have progressed through the complaint handling process. However they indicate a failure of the supplier to resolve a consumer's complaint to their satisfaction.</p>	20	Consumer Focus will use this measure in the pilot.