

Overall Customer Satisfaction League: Update 25 February 2021

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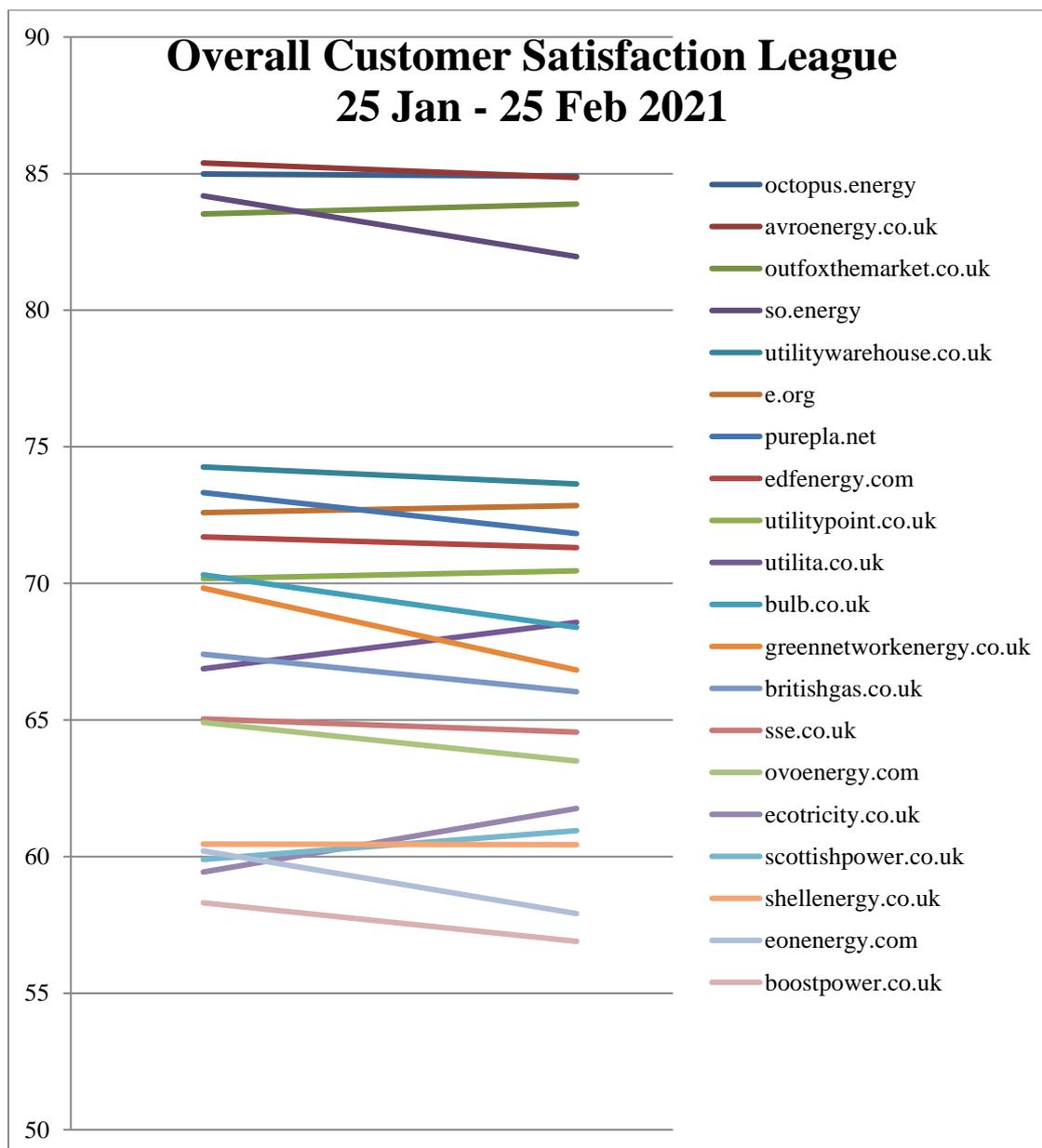
Ofgem today published energy suppliers' customer complaints data for Q4 2020. The average complaint score (according to the index that I have used) fell by two percentage points, indicating a slight reduction in customer satisfaction since the previous quarter. Also, the average Trustpilot TrustScore fell by one percentage point since last measured one month ago, when the latest Which? magazine rankings were published.

However, for those 20 suppliers in the Overall Customer Satisfaction (OCS) league – suppliers that have sufficient customers to be ranked by Which? magazine and Citizens Advice, as well as Ofgem and Trustpilot - the situation was better: their average OCS score remained constant. These suppliers seem to have provided greater than average customer satisfaction during the last few months.

There were, nonetheless, some movements up and down within the league, as shown in this Table and the accompanying chart.

Overall Customer Service League

Supplier	25 January 2021	25 February 2021
Division 1		
octopus.energy	85	85
avroenergy.co.uk	85	85
outfoxthemarket.co.uk	84	84
so.energy	84	82
Division 2		
utilitywarehouse.co.uk	74	74
e.org	73	73
purepla.net	73	72
edfenergy.com	72	71
utilitypoint.co.uk	70	70
Division 3		
utilita.co.uk	67	69
bulb.co.uk	70	68
greennetworkenergy.co.uk	70	67
britishgas.co.uk	67	66
sse.co.uk	65	65
ovoenergy.com	65	64
Division 4		
ecotricity.co.uk	59	62
scottishpower.co.uk	60	61
shellenergy.co.uk	60	60
eonenergy.com	60	58
boostpower.co.uk	58	57



Briefly, Octopus regains a fractional lead over Avro at the top of Division 1. Outfox is challenging, So Energy has slipped off the pace a little. But all four are well ahead of the other suppliers.

Utility Warehouse stays top of Division 2. E overtakes Pure Planet, followed by EDF and Utility Point. But they are not far ahead of Division 3.

Bulb falls into Division 3, and is overtaken by Utilita – who could have predicted that? A couple or so years ago Bulb was at the very top of the league and Utilita near the bottom. They are accompanied by Green Network Energy (now departed), British Gas, SSE and Ovo, all declining in score.

Ecotricity rises firmly to the top of Division 4, Scottish Power is rising too. Shell holds level, EON and Boost are falling. But all these are considerably behind the leaders in the league.