

## 001 – Individual response

I read with interest the above document published on July 26th 2023.

The observation that I would like to contribute, is that while you correctly identify issues regarding limited opening

times for contact centres (an example of which I am aware, is E.OnNext which closes at 4pm on Fridays and does not

reopen til Monday mornings), I think that some energy companies rely too heavily on social media (E.OnNext only

offers contact via Social Media at weekends and Bank Holidays). Therefore, extended opening times for telephone

contact would be invaluable.

Octopus Energy publicises an emergency phone number in case a smart meter fails 'out of hours' and this is a model

that could be copied by all energy companies so that customers clearly understand and have access to emergency

contact? This would be particularly relevant to gas smart meters as they can fail thereby cutting off gas supply and

this could be serious for vulnerable customers. (I see you highlight the needs of vulnerable customers in your

document)

This can place a number of customers at considerable disadvantage, for example those who have no internet

access; the elderly who may struggle to use technology eg social media; those whose employment means that they

are working so cannot contact the supplier during contact centre opening times.

( You do identify the need for ease of contact in your report. )

You highlight the need for prompt replies to customers' written queries eg by email. I saw in the Daily Mail several

months ago and on E.OnNext's Social Media that customers have, over the past year or two, not only complained

about lack of response to emailed queries, but also badly formatted, barely comprehensible emails being sent in

response to their queries. I am not sure whether this is widespread in the industry. I wonder if some sort of quality

control is in place to mitigate such a problem?

Thank you very much for reading my comments. I found your document to be very thorough and full of excellent

findings and suggestions.

Jess J.

Sent from Outlook for Android

[Internal Only]