
CCWater data list – complaints information

In our Monitoring the business retail market consultation we identified the importance of monitoring complaints within the market. This plays an important role in ensuring that the market is not only working efficiently but is also serving customers at the high standards that they expect.

Complaints data exists in a number of places including CCWater, ADR schemes and with retailers. We are engaging with these parties to ensure that any issues are identified and critically analysed to give us a holistic view of the market.

We have agreed an approach with CCWater to access and monitor their complaints information to ensure customers are receiving the service they expect. This is outlined below.

How information will be shared/used

We have agreed to hold monthly meetings to share complaints information and discuss any emerging trends or issues that the CCWater data identifies.

Some data, such as the total number of complaints and enquiries, will be made public from these meetings to provide confidence in the market. However it is not envisaged that all of the information discussed will be made publically available.

As CCWater provide their own annual report and analysis of their complaints information, we will work with them to incorporate this into their review. It will be available on both the Ofwat and CCWater website.

We will review this approach and, if it is felt there would be a benefit from having more frequent releases, more detail or even live complaints data, appropriate steps will be taken.

Data we intend to monitor

In preparation for the opening of the retail market, CCWater have extended their existing complaints data model to capture trends that occur within the market.

This model will not only track complaints but also enquiries from issues raised by customers.

Complaints variables

With CCWater, we intend to monitor the number of complaints in the following areas on a monthly basis. We also intend to compare what percentage of complaints fall into each of the categories so that we can easily identify areas where further discussion in the monthly meeting may be required.

Eligibility

- Household customer
- Wales/border refusal
- Mixed use premises
- Premises reclassification

Marketing

- Cold calling by retailer
- Cold calling by TPI allied to retailer
- Cold calling by TPI independent
- Content of retailer literature

Switching

- Not advised on switching
- Blocked request
- Company will not provide data
- Delay in switching

Market structure

- Delay in resolving operational issues
- Failure to comply with code
- Admin issues between retailer and wholesaler
- No contractual arrangements
- Complaint between retailer and wholesaler
- Escalation to wholesaler
- Retailer exit

Contracts

- Not receiving price promised
- Not receiving service promised
- Contract misleading / unclear
- Contract confusing
- Rollover contract
- Length of contract
- Tariff change part way through contract

Other

Enquiries variables

We also intend to monitor enquiries with CCWater to provide insight into potential trends or issues that are not escalated to become a complaint. Again this will be monitored based on the number of enquiries received and as a percentage of the total for the high level categories.

Benefits

- CCWater position on competition
- How can customer benefit
- Why introduce competition

Customer information

- Best deal
- Does CCW provide a price comparison service

Customer protection

- Who to contact in emergency
- CCW role in complaints

Eligibility

- Location
- Customer requesting eligibility
- Mixed use premises
- Household extension

Switching

- Switching with debt
- How to change supplier
- Length of time
- Changing wholesaler

Market structure

- Can customer have multiple suppliers?
- Becoming a retail provider
- Legislation
- What is a retailer?
- What is a wholesaler?
- What is MOSL?
- What is the role of Ofwat?
- Retail exit

Other

Operational complaints pre and post market opening

Whilst the extended data model above is useful and will provide information going forward, historical comparison will be difficult until there has been a reasonable time for data collection to occur.

Going forward it will be important to ensure that the bilateral interactions between the wholesalers and retailers are occurring in line with the code obligations. It is also important to ensure that customers are being treated fairly and are directed to the party that is most suitable to resolve their issue and in the timeframe that is expected of companies.

For this reason we intend to monitor a number of complaints trends at the monthly meetings, involving data and variables where there are already historic trends. This will help us to identify if the opening of the market causes complaints to rise in particular areas. This will allow us to intervene in a targeted and proportionate manner based on pre and post market opening performance.

We intend to monitor these variables in terms of the numbers of cases over time and as a percentage of the total for the high level categories.

Billing and Charges - Measured billing

- Disputed liability (measured billing)
- Disputed meter reading
- Measured billing error

Billing and Charges - Unmeasured billing

- Disputed liability (unmeasured)
- Unmeasured billing error

Billing and Charges - Charges

- Affordability
- Increase in charges
- Infrastructure charges
- Standing charges
- Tariff structure
- Use of assessed charge
- Vulnerable customers

Billing and Charges - General

- Billing information / literature
- Billing methods
- Debt recovery
- Disconnection
- Payment methods

Metering - Accuracy

- Accuracy and testing
- Access / maintenance / replacement

Metering - Installation

- Installation cost
- Installation time

Water - Pipework

- Delay in repair
- Disputed liability for repair

- Disputed repair costs

Water - Quality

- Boil water notice
- Discolouration
- Hard water
- Taste / odour

Water - Supply

- New supply / connection

Sewerage - Flooding

- Delay in clean up service
- External flooding only
- Internal flooding only
- Internal and external flooding

Sewerage - Infrastructure

- Delay in repair
- Disputed repair costs