Supplementary evidence from MoneySuperMarket

Additional questions

Q136-Q141: employees disciplined for giving inaccurate information, amount of compensation paid, information provided on your websites about compensation arrangements.

In 2014, we received 70 complaints relating to energy sales. Of these, 20 complaints were about sales via our telephone service and the remaining 50 complaints were about online sales.

Of those 70 complaints, we upheld 48 in favour of the customer. The energy provider was found to be at fault for 44 of these complaints and MoneySuperMarket was at fault in four cases.

Of the four complaints that MoneySuperMarket was at fault, two related to telephone switches and two were for online switches. In total, compensation payments were paid for three of the upheld complaints and a total of £178 was paid in redress.

Performance is monitored on an ongoing basis. No MoneySuperMarket employees have been required to undergo any performance management or faced disciplinary action as result of providing wrong information to our customers.

In the case reported in The Sun on 2 February 2014, the telephone operator stated at the start of the conversation that there were products available which she couldn’t switch the customer to. However, having reviewed this call, in this instance we feel we could have made that clearer.

We have reviewed what we say to customers, and will always try to make this crystal clear in future.

Our complaints process is easily accessible from every section of our website. Complaints can be made via the ‘contact us’ option which is at the bottom of each page of the website.

Q147: Percentage of income spent on advertising

The Group incurred costs of £25.6m relating to television and other offline advertising in 2013.

Q156: Income/profitability of energy switching part of your business

Revenue for our Home Services channel was £21,958 in 2013. This is 10% of our revenue. Home Services channel include utilities, broadband and mobile phones. As a publicly listed company, our financial reporting duties prevent us from providing a breakdown by product. Our financial results for 2014 will be published on 3rd March 2015.

Q195: Dynamic teleswitching customers

Dynamic Teleswitching meters are not supported by suppliers under the four core tariff rule and as such we are unable to source the data required to do this. We are working with suppliers and Ofgem to ensure time of use tariffs, including those developed to benefit Smart meter customers are available to consumers.
Currently Economy 7 is the only time of use tariff that uses conventional metering and is treated by Ofgem as a payment variation rather than a different tariff and as such is available on comparison sites within the core four tariffs threshold that suppliers are able to offer.

**Q199: Number of people clicking ‘no’ in response to the ‘today’ question or similar / proportion of people that actively choose not to see the whole market view in response to this sort of question**

Customers would have seen the same top tariffs whether they picked the whole of market or viewed the partial view for 41 of the 52 weeks of 2014.

**Q174-Q175: Full transcript of phone calls**

C = Customer    MSM = MoneySuperMarket call operator

During the first part of call, MSM call operator asks questions from script to establish the following:

- The customer’s current supplier is British gas
- It’s a Standard tariff
- It’s just gas that the customer is looking to compare
- The customer’s name is [name redacted]
- The customer’s address is [address redacted]
- The customer is the confirmed bill payer and is over 18
- The customer currently pays bills as he receives them but is happy to switch to direct debit to get better rates
- The customer confirms actual annual usage as 14,541
- The customer’s e-mail address: [email address redacted]
- The customer doesn’t want any marketing from MSM other than the e-mail which is sent with all the tariffs on
- The customer has not signed up to a Green deal plan

The rest of the call transcript is word for word as follows:

MSM. So whilst we do compare all products online, only some providers will allow us to complete the switch over the phone. I’ll talk you through the potential companies and if there’s anything else you’re interested in, just let me know

C. Ok (sounds more like ‘K’)

MSM. Also if anyone in property aged 60 years or over, disabled, chronically sick or has sight or hearing difficulties, some providers do offer a range of products such as free gas safety checks or supply interruption notifications

C. ‘K’

MSM. But you would need to speak to the provider directly to qualify. OK?

MSM. So the results I’m getting back for you today is Green Star Energy with a saving of £279

C. OK
MSM. That's going to put you on their rate saver 12 month fixed price

C. Right

MSM. That gives you a personal saving of £279 which is an annual bill of £538

C. Yeah

MSM. ... Which if I divide by 12 is a monthly bill of £45 on your gas

C. Ok, so a bit cheaper than what I'm paying now then

MSM. Yeah. So is that something you would be interested in signing up to today

C. Yeah. I've not heard of Green Star Energy before. Can you just go through the top 3 for me? Is that alright

MSM. Yeah certainly. You've got Green Star. Mmm Green Star's the cheapest, then you've got... to be honest there's a lot of them with Green Star. Green Star, Green Star then you've got Scottish Power with a saving of £270

C. OK

MSM. Sorry?

C. Yeah, ok and what's the third?

MSM. And then the next one is a company called Daligas

C. Ok so you're saying that the Green Star is the cheapest one for me to go for then

MSM. That's correct, yes

C. Ok then. Well can I, can I give you a call back [name redacted], I'm just going to have a chat with my partner about this and...

MSM. Yeah

C. And then ask for you and get it all sorted?

MSM. Yeah of course you can, just ask to speak to myself and if I'm on a call, I can always give you a call back if you leave your details

C. Brilliant, so let me just clarify what you're saying, you're saying that Green Star Energy is the Cheapest,

MSM. Yeah

C. And then you're saying it's Scottish Power and then 3rd is a company called Daligas

MSM. That's correct
C. Brilliant, ok. Thank you very much indeed [name of call operator redacted]. I’ll give you a ring back later

MSM. OK, thanks. Bye