

# Investigation into Utilita and its compliance with its obligations under the Prepayment Charge Restriction

Ofgem today published the results of its investigation into Utilita and its licence obligations under the Prepayment Charge Restriction.

The company notes Ofgem's acknowledgement that we self-reported. Utilita accepts fully the regulator's findings.

Utilita takes its responsibilities to its customers very seriously and we monitor carefully all aspects of our business. However, our monitoring process discovered that regretfully a number of prepay customers were temporarily affected by a small overcollection and a delay in receiving refunds.

Ofgem considers our failing to issue refunds in a timely manner was poor customer service and we agree. This fell short of the high standards we expect of ourselves and we are sorry.

In all cases, the overcollection occurred where there was a temporary loss in connection with the customer's smart meter. We now have a more robust process in place to ensure a prompt refund should this recur.

Utilita has agreed to pay £500,000 in redress to ensure impacted customers are directly compensated over and above the refunds already issued.

As a result, Ofgem has decided not to take formal enforcement action, taking into account the steps Utilita has taken to address its failings and the redress it has agreed to pay.

Bill Bullen, Utilita's CEO, said: "I would like to apologise unreservedly to all customers who were temporarily out of pocket. I am sorry that we did not issue prompt refunds during the period in question.

"We know we can always improve and will always take on board criticism of any legitimate failings. Ofgem made it clear that the overcollection was caused by our failure to carry out an administrative process that corrected the temporary overcollection. I can reassure customers that the issue was not with the tariff itself, which was confirmed to be in accordance with the cap."

Utilita will be writing to all those customers who will receive compensation.

## Notes to editors

Utilita is Britain's leading Smart Pay As You Go Energy provider, specialising in innovative technology that puts its customers in better control of their energy usage and spend than ever before.

- Utilita is the only energy company created to help households use and waste less energy by giving them better control via digital technology, as well as a multi-award-winning smartphone app.
- Thanks to having better control, Utilita customers use around 20% less energy than the average bill paying household.
- Utilita was founded in 2003 by energy industry expert and conservationist Bill Bullen, the company's CEO.
- Utilita is the energy company of choice for 800,000 customers across the UK
- Utilita installed Britain's first ever smart meter back in 2008. In 2020, 90% of its customers – the highest percentage of any UK supplier – have one installed.
- Utilita's free 'My Utilita' app is currently being used by more than 350,000 of its customers, who enjoy the benefits of instant top-ups and access to real-time energy usage data. The app was awarded 'best energy app' in the Uswitch customer satisfaction awards in 2018, and again in 2020.