



Best energy suppliers for 2020

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They are: **Octopus Energy**, **Pure Planet** and **So Energy**

Most of the biggest energy providers fail to deliver high-quality service.

The results of Which? latest energy satisfaction survey, based on the opinions of nearly 8,000 energy customers, also found a great divide between customers' experience with newer energy firms.

Our three Which? Recommended Providers (the most ever in one year) are all challenger brands, while several of the lowest-scoring companies are also relative newcomers to the energy market.

The brand at the bottom of our table is **Together Energy**.

We rated 35 of the biggest energy companies in England, Scotland and Wales, to find out: which offer great customer service and good value for money – and which ones fall down on the basics.

For the full results of our survey – including how your gas and electricity provider fared – see our round-up of the best and worst energy companies for 2020.

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All are relative newcomers to the market, and all have impressed customers in our survey.

Octopus Energy

Octopus Energy is the highest-ranked energy firm for the second year running. The first customers joined it in 2016; now it has more than a million customers and they're still content. It was the only firm to gain three five-star ratings in this year's survey, including being the only energy company whose customers rated it 'excellent' for customer service.

Octopus Energy is a Which? Recommended Provider for the third year in a row – the only energy company to have achieved this.



Pure Planet

Pure Planet was included in our survey for the first time and is the highest-scoring newcomer. Customers were the most enthusiastic about its value for money, compared with customers of all other firms included in the survey. Its customer support is online-only, and largely via an app.

So Energy

So Energy customers rated it well across the board, from customer service, to value for money. Last year it was the fastest firm to respond to calls and emails in our snapshot investigation into energy companies customer waiting times.

Scoring well in our survey isn't the only criteria to become a Which? Recommended Provider.

These firms also passed all of our tough assessments on their procedures and practices, how fast they respond to customers, how they handle complaints, and how their prices compare.

See the full Which? Recommended Provider criteria and which other firms narrowly missed out.

Also among the highest-scoring energy companies in our survey were: not-for profit supplier Ebico; Bulb, which promises 'simpler, cheaper, greener' energy; profit-sharing People's Energy; and Powershop, which claims it has a new way of buying energy.

Worst energy suppliers for 2020 Together Energy is the lowest-ranked energy firm for 2020. It received 'poor' ratings, based on customer feedback, for all aspects of its service we were able to rate: Bill accuracy Bill clarity Customer service Value for money Although placed slightly higher overall, newcomer Green Star Energy was the only other firm to receive exclusively 'poor' ratings in our survey.

Scottish Power and Spark Energy shared 33rd position, with an overall customer score only three percentage points higher than Together Energy.

Both were rated poor for all aspects of their service, bar one: how they handle complaints. But customer feedback only rated this as fair.

Ampower finished in 32nd position out of 35 firms. Its service is poor in most areas, according to customers in our survey, although complaints-handling stands out as being good.

British Gas, Eon, Npower and the energy company giants British Gas might be the biggest energy firm, but it's far from the best. Finishing in joint-27th position this year, it's middling among the biggest energy firms. It's joint with EDF Energy, while Eon and SSE are also jointly ranked, scoring just one percentage point higher overall. Npower is ranked several places above Scottish Power this year, while they were joint last year.

But all of these firms finished within the bottom third of the 35 energy companies included in our survey, according to their customers' feedback.

Ovo Energy joins the ranks of the biggest energy firms this year, as Ovo bought SSE Energy Services' customers in mid-January. It ranks much better than all the traditional biggest firms, finishing in joint-ninth position overall. It's rated good value for money, and good for how clear and easy its bills are to understand – ratings not achieved by any of the previous six biggest firms.

Which? says Natalie Hitchins, head of home products and services at Which?, said: 'Consumers have dozens of energy suppliers to choose from – and **it is clear that some newer challenger providers are better than their larger counterparts at keeping customers happy and delivering a better service.**

'Customers shell out hundreds, sometimes thousands, of pounds a year on their gas and electricity bills, so it's right that they expect good service from their energy supplier.

'If you are one of the many customers out there who feels their supplier is falling short, consider moving to one that can offer a better service as well as cheaper prices – you could save hundreds of pounds a year.'

Which? energy companies research

We asked 7,355 members of the public in England, Scotland and Wales in an online survey in September 2019 about their energy company. Customer scores are calculated from how satisfied customers are, and how likely they are to recommend their company. We also asked customers to rate other aspects of their providers' service: Accuracy of bills Clarity of bills Customer service How they handle complaints Digital tools Value for money These are used to calculate the star ratings. They're not directly related to the customer score.

Read more: <https://www.which.co.uk/news/2020/01/which-reveals-best-and-worst-energy-companies-for-2020/> - Which?

Taurus Home Energy commentary:

We support and concur with the finding of Which? Magazines Survey. However, we would like to see a larger survey across the UK.

Our customers tell us that there is no one company that does not have complaints from time to time; however there are definitely a number of suppliers that we would advise to avoid, and others that we would advise caution, as we have in the past, with suppliers like Extra Energy, Tonik and Together Energy.

The great news is that there are some great companies to choose from, and we agree with the choice of Top 3, in **Octopus Energy**, **Pure Planet** and **So Energy**

We review the market constantly and provide "Pre-Legal" advice to customers with their supplier problems, and support customers with Utility Supplier "Dispute Resolution".

It is important to raise concerns to suppliers, so that they can improve their service to UK Energy customers.



It is also critical to resolve issues in a timely fashion before any dispute becomes harmful to vulnerable customers health and wellbeing.

Our advice is to get advice from industry experts with years of experience, as staff at energy companies do not always have the knowledge or experience, and sometimes to not even understand an energy bill, or the Ofgem regulations, the legalities of your Terms and Conditions or your rights when it comes to payments and Direct Debit Indemnity.

For a 2 minute “Compare, Switch & Save” Solution got to <https://taurusutilityconsultants.co.uk/home-energy/>

Or click on this secure link → <https://www.so.energy/r/SMQLJKJIH>

