

# Nutwood

## Developments in the OCS league Q1 2025

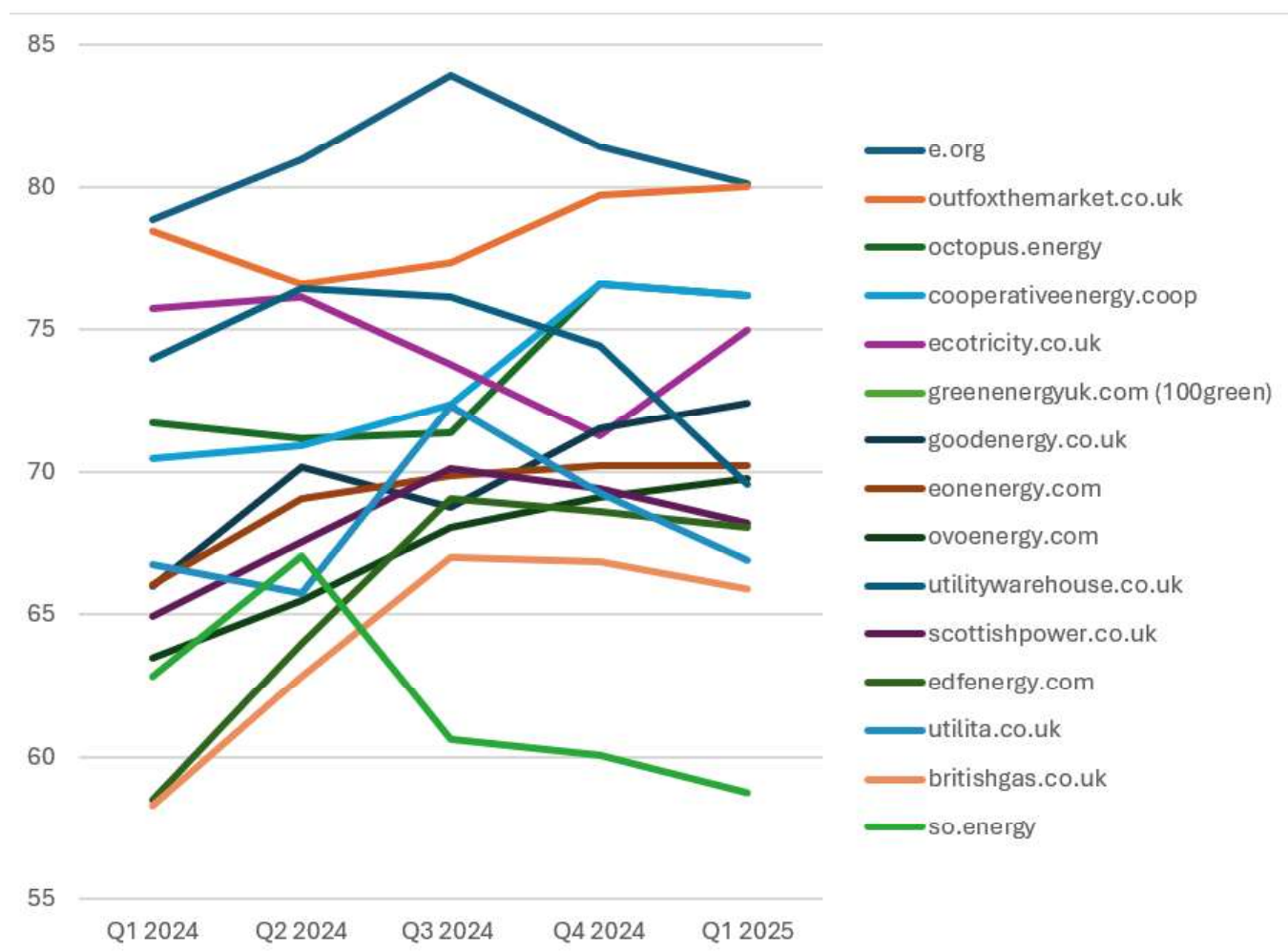
Professor Stephen Littlechild

Ofgem's latest [Energy Consumer Satisfaction Survey](#) (ESAT) finds that consumer satisfaction with energy suppliers has risen from 78% in July 2024 to 81% in January 2025. Is that consistent with what the Overall Customer Service (OCS) league is showing? We can now examine the changes in scores from Ofgem, Citizens Advice and Trustpilot for Q1 2025.

Ofgem scores are down fractionally on average, from 69% to 68%, but still above 62% in Q1 2024. Main movers this quarter are Good Energy up 12 percentage points (pp) and Outfox the Market up 3 pp, but Tru Energy down 7 pp, Scottish Power down 5 pp and Utilita down 4 pp. Top Ofgem scores are Outfox and E.ON 90% then Good Energy on 80%. At the bottom are Utility Warehouse 58%, OVO 56%, Scottish Power and Tru 55% and So Energy 53%.

As always, some suppliers have slightly different complaint figures on their own websites, which I understand are generally updated versions. Thus Utility Warehouse records 4% fewer complaints than Ofgem, EDF records 8% more. In fact, this quarter 7 suppliers have different figures from Ofgem on complaints numbers, only 3 have the same. Scottish Power's website is not yet updated.

Figure 1: OCS scores Q1 2024 to Q1 2025



Source: Professor Stephen Littlechild

Two suppliers (Outfox and So) apparently don't feel obliged to publish their Ofgem statistics on their websites. And while Tru's website says, "You can download our latest complaints handling report here", the problem is you can't.

Good Energy has an interesting argument: if it includes its Feed-in-Tariff customers then its number of complaints received per 100,000 customers falls from 1,060 to 625, and its proportions of complaints resolved increases from 68% at day+1 and 94% at 8 weeks to 70% and 99% respectively. Since my convention is to accept the company website figures I have tentatively accepted this – is that reasonable?

Then we move to Citizens Advice scores, where the average is about the same as in Q4 2024, but that conceals an odd development. Ecotricity is up a remarkable 12 pp but it's the only supplier that is up. Going the other way are Utility Warehouse down 12 pp, British Gas and Good down 8 pp then E, So and Utilita down 6 pp.

Remarkably, the supplier ranked highest by Citizens Advice this quarter is a newcomer to its rankings: 100Green, which scored 79% to top Ecotricity's 75%. This means that 100Green enters the OCS league because it now has a full set of four scores.

What do customers themselves say on Trustpilot? Significant volume increases for EDF 16%, Octopus 12%, Scottish Power 10%, OVO 8%, So 7% and E.ON 6%. But limited impact on scores: only four suppliers (British Gas, Ecotricity, OVO and So) are up 2 pp, while 100Green is surprisingly down 4 pp and Outfox is down 2 pp.

So, what does this all mean for the overall OCS scores? Figure 1 shows the scores for the last five quarters. Overall, a significant improvement throughout 2024 and broadly holding the line in Q1 2025. But as always, a little jostling for position.

E and Outfox, both on 80%, are still way out front. Octopus and Coop are holding steady on 76%. A rather erratic Ecotricity has leapt up to 75% to nearly join them. 100Green comes in at a very creditable 74%, but unfortunately not shown in Figure 1 because it has only one observation.

Behind them, Good Energy leads the way at 72%, steadily improving from only 66% a year before. Then E.ON and OVO and a rather fallen Utility Warehouse at 70%. Scottish Power and EDF, both holding the line at 68% – whereas a year ago EDF was at 58%. Utilita somewhat erratic but now at 67%. British Gas now holding at 66%, again compared to 58%. The outlier is So Energy, slumping from 67% earlier in the year to 59%, not a terrible score but now so far behind the other suppliers.

So, are the OCS scores consistent with Ofgem's findings that consumer satisfaction with energy suppliers has risen from 78% in July 2024 to 81% in January 2025? Figure 1 is broadly consistent with that (certainly apart from So Energy). The four main markers of customer service show, in aggregate, a very creditable performance by energy suppliers and (I would argue) not one that needs to be interfered with.

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