

## Industry news

### CMA recommendation means existing customers may not always get the best deals

[The Sun, 16<sup>th</sup> August](#)

The Competition Markets Authority made a recommendation that energy providers do not need to “show the whole market” to customers. As a result some are arguing that it is unfair that firms are able to promote deals to new customers and not existing ones. The price difference can be as much as £270 (in the case of a British Gas USwitch offer). Consumer champions Which? said this shows “loyalty doesn’t always pay”.

### Thousands of energy customers have been mischarged by their energy companies

[The Times, 16<sup>th</sup> August](#)

Energy suppliers have confused imperial meters with metric ones resulting in inaccurate billing for some customers. One estimate said this may have happened to more than 6,000 families. Customers who have been overcharged will not have to pay it back.

E.ON were the first supplier to identify the problem and found 350 affected customers – with one being charged incorrectly for more than 15 years. Ofgem has asked all suppliers to check their billing records in order to work out exactly how many customers have been affected.

### The plan for Hinkley Point C has been put on hold

[Daily Mail, 12<sup>th</sup> August](#)

The plan for a new nuclear power plant to be built in the UK was put on hold at the last minute. Hours after EDF’s board approved moving forward with the project, the UK Government announced a review lasting until the Autumn. Concerns around security have been named as a reason, due to the involvement of the Chinese state.

Following the delay, it was found that a China General Nuclear Power employee will face trial in the USA for allegedly wanting to steal nuclear industry secrets. This has further fuelled opposition towards the plan.

## Npower has reported a 60% decline in complaints

[Guardian, 11<sup>th</sup> August](#)

Until June this year npower had lost 350,000 customer accounts. This followed them being fined by Ofgem in December 2015 for sending out late (and often inaccurate) bills. Now, they're suggesting they've turned a corner, signing up 100,000 new customers in July and having reported a 60% decline in complaints. It is still part of their plan to cut 2,400 jobs as part of their internal restructure.

## E.On has suffered £3 billion loss

[Financial Times, 10<sup>th</sup> August](#)

In the first half of 2016 E.On lost €3 billion as a result of being forced to write off power stations (which came to a total value of €2.9billion). The German company have faced challenges whilst the country shifts away from using fossil fuels and

nuclear power to renewables. Currently, energy policy is designed in Germany to strongly favour renewable energy production.

In response to the changes, E.On has restructured into two divisions. One division handles conventional energy supply and the other business looks after renewables, customer solutions and networks.