

# Problems with ovo energy

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Customers have claimed their energy usage has been miscalculated after transferring over to the energy giant or having a smart meter installed.

Energy firm Ovo has been told to pay out £2.4m after the regulator found it had not been dealing with customer complaints correctly. Ofgem said that 1,395 Ovo customers were hit by problems...

Ovo under fire as 200 customers tell us their bills are wrong: Is this Britain's most clueless energy supplier? Hundreds of readers claim they are being overcharged by supplier Ovo

The regulator identified that 1,395 OVO customers were affected by issues including lengthy delays in addressing complaints, in some cases up to 18 months, and delays actioning the Energy...

Energy firm Ovo is to pay £2.37m penalties for failing to handle customer complaints effectively, energy regulator Ofgem has said. Ovo will pay £378,512 in compensation to affected customers...

The comments below have been moderated in advance.

OVO Electricity Ltd, OVO (S) Gas Ltd, and OVO Gas Ltd have agreed to pay a total of £2.37 million in compensation and redress payments after Ofgem identified a number of failings in how the supplier handled customer complaints.

The regulator identified that 1,395 OVO customers were affected by issues including lengthy delays in addressing complaints, in some cases up to 18 months, and delays actioning the Energy Ombudsman's decision when complaints were progressed.

OVO will pay £378,512 in compensation directly to affected customers and has also paid an additional £2 million to the Energy Industry Voluntary Redress Scheme in recognition of the severity of consumer detriment caused.

Affected customers will be contacted directly by OVO, and do not need to take any action.

Following Ofgem's intervention OVO has increased its complaint handling resources, enhanced its complaints management system and improved its case management processes to make sure senior colleagues have oversight of complaints.

Jacqui Gehrmann, deputy director of retail compliance at Ofgem, said: "Energy is an essential service. When things go wrong, it can cause consumers a lot of distress. In this case OVO failed to adequately protect and



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respond to their customers when it was needed most. This is not acceptable.

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