More than One Third of UK Power Bills are Estimates

Hundreds of thousands of British consumers are still getting inaccurate power bills, with many receiving estimates of their actual power usage. Energy watchdog Energywatch told the BBC it has dealt with more than 50,000 complaints about bills being wrong, badly estimated or confusing in the past 12 months. The UK Government will this month launch a consultation exercise aimed at improving the way customers are invoiced. According to Energywatch, billing is the biggest cause of complaints about suppliers with the industry paying out £2.5 million in compensation to customers last year. Of the 200 million bills sent out in 2005, more than a third were estimates. “With really sky-rocketing prices, some estimated bills that are far too high mean consumers are greatly over-paying and the companies are building up quite large cash sums that really belong to consumers,” said Energywatch chief executive Allan Asher.

[Source ESAA]