



**ANNUAL REPORT 2009/10 –  
SUPPLEMENTARY REPORT**

**DECEMBER 2010**

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This report corrects information provided in my Annual Report as Energy Ombudsman for the year 2009/10.

It has been discovered that some of the information in Tables 1 and 2 on page 9 of the Report is incorrect. The incorrect information relates to the data for 2008/09.

The correct tables are as follows –

**Table 1 – Enquiry Activity**

	2008/09	2009/10
Enquiries opened and closed in the period	121	210
OOJ Enquiries	34	52
<b>Total Enquiries</b>	<b>155</b>	<b>262</b>

**Table 2 – Complaint Activity**

	2008/09	2009/10
Carried forward from previous period	69	43
Opened in Period	304	414
Closed in Period	328	422
Carried Forward (still Open)	45	35

The errors made in these tables affect the content of pages 3 and 4 of the original Report, where the information in Tables 1 and 2 was analysed.

The correct analysis is as follows –

- a 36% increase in complaint files opened during the year (304 to 414)
- a 29% increase in complaint files closed (328 to 422)
- a 74% increase in enquiries opened and closed during the period (121 to 210)
- a 53% increase in Out-Of-Jurisdiction enquiries (34 to 52)
- a 69% increase in enquiries generally

It will be seen that these figures involve downward adjustments in relation to complaint activity and upward adjustments in relation to enquiry activity. At all events, it was a busy year in this jurisdiction.

**Simon Allston**  
**ENERGY OMBUDSMAN**

December 2010