

My complaint to the Energy Ombudsman in October 2025 was:

When did the issue first occur?

- Issue has been ongoing for over 4 years

What triggered the issue?

- Incorrect billing

When did the consumer first contact the supplier/provider to make a complaint?

- August 2025

How much contact has happened between the consumer and the supplier/provider?

- Numerous contact over the last four years trying to get the issues resolved

Issue One – what's happened so far and what are the key dates?

- I joined this Council, Narborough Parish Council, in May 2021. I have worked in Local Government for 24 years and am a qualified Clerk and Responsible Financial Officer (RFO).
- I am the Parish Clerk & Responsible Officer to three Parish Councils in Norfolk.
- There are two Narborough Parish Councils in the UK; Narborough Parish Council, Norfolk and Narborough Parish Council, Leicestershire.
- Very soon after joining, I realised that my Council, Narborough Parish Council (Norfolk), had been paying double the electricity costs for its street lighting than that of one of my other larger Councils, which has over 20 more street lights. This of course made no sense to me and, upon investigation, I soon discovered on the Npower dashboard that this Council had two other accounts set up on it, both of which were for Narborough Parish Council in Leicestershire.
- I highlighted this matter to Npower immediately and it then took me a further 2 years of continual emailing back and forth to get the two linked accounts removed and to receive a refund for the overpayments we had paid for lighting in Narborough Parish Council in Leicestershire. I was informed at that time that Npower had sorted out the account but could not refund the overpayments. This did not sit well with the Council but it was reluctantly agreed as the invoices had been reduced by around 50% and it appeared we were paying invoices correctly.
- 2024 - Please find attached a summary of documents and a screen print showing that the supply address Npower had on their system was 'Stewkley Parish Council'. Alarming, I raised this issue and they put the blame firmly on UK Power Networks (UKPN) and Western Power. From this, I had to get UKPN and the National Grid involved in helping me and I (wrongly) trusted that the matter had been rectified by Npower.
- 2025 - It was not until 2025, that I realised the matter had not been resolved. In March 2025, Npower stopped billing all Councils whilst it 'updated its systems'. Until such time, this Council had always received its invoices in paper form and I had not had the need to access the dashboard. When Npower finally updated its system in August 2025, all Councils were asked to

access their invoices from April 2025-August 2025 via the dashboard. It was at this time I noticed that the account had not been corrected in 2024, and that there was not only still an account of Narborough Parish Council, Leicestershire, on the account for Narborough Parish Council, Norfolk, but that the supply address was again completely wrong. This time (August 2025) it was showing 'Wimbish Parish Council'.

- In August 2025 I had no choice but to raise a formal complaint with Npower as their standard customer service was getting me nowhere. I also had to get UKPN involved again, which is not ideal, given how busy they are in their field of work.
- During the complaint process, for reasons completely unknown to me, Npower then decided to change the supply address (September 2025) to yet another location, this time being 'Brompton Parish Council'.
- Please find attached a chronological schedule of the documentation for 2025. I trust it is acceptable for me to attach these as I simply do not have time to copy and paste every email during the past few months.
- In mid October 2025 I received a huge envelope of paper copy invoices through the post and a huge envelope of credit notes a couple of days later in the post. Astonishingly, Npower then wrote a letter to me, addressed to 'Narborough Parish Council in Leicestershire' (I literally couldn't believe what I seeing) to advise that this Council would be receiving a refund.
- And to top it all off, I have today received a Default Statement. This is completely unacceptable and I can no longer deal with Npower. It is evident that they cannot and will not be resolving this simple case and I can't allow the Council to be faced with a default record for something that is not their fault.

What does the consumer want in resolution to the complaint?

- I have lost count of the many, many hours I have spent on this case. Narborough Parish Council, Norfolk, is a small Council with an annual precept of around £20,000. It is completely unacceptable that Npower have wasted a huge amount of ratepayers' funds (my wages) on something that should have been a very simple fix. The Council demands compensation from Npower for the inferior service and complete lack of ability to resolve this.

Has the consumer tried to resolve the complaint with the supplier/provider?

- Yes – see attached correspondence

Has the consumer been offered a resolution?

- No

Why do you consider this complaint ITOR?

- Official complaint is over 8 weeks and 8 week letter was issued on 15 October 2025. Dissatisfaction was also raised with Npower many years ago due to ongoing issues.
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