

Your complaint about npower Business Solutions

The issues you told us about

Issue 1: BILLING - Incorrect account details

Issue analysis:

Thank you for your complaint about npower Business Solutions in which you raised concerns about the billing of your account. Firstly, you confirm there are two Narborough Parish Councils in the UK; Narborough Parish Council (Norfolk) and Narborough Parish Council (Leicestershire). You explain very soon after joining the council in 2021, you realised that Narborough Parish Council (Norfolk), had been paying double the electricity costs for street lighting than that of one of your other larger Councils, which has over 20 more street lights, which you say makes no sense. You advise upon investigation you discovered on the npower Business Solutions dashboard that it had two other accounts set up on it, both of which were for Narborough Parish Council (Leicestershire). You confirm you raised this with npower Business Solutions but say it has taken a further two years of continuous emails to get the incorrect accounts removed and a refund for the overpayments made. You say npower Business Solutions told you they had sorted out the account but could not refund the overpayments and say while you were not happy with this you reluctantly agreed as the invoices had reduced by around 50% and it appeared you were paying invoices correctly.

You advise you then identified in 2024 that npower Business Solutions had the supply address on their system as Stewkley Parish Council and when you raised this with them, they placed blame with UK Power Networks (UKPN) and Western Power. You explain you got UKPN and the National Grid involved in helping me but wrongly trusted that the matter had been rectified by Npower Business Solutions. You say in March 2025, Npower Business Solutions stopped billing all Councils whilst they updated their systems. You explain until such time, you had always received paper invoices and so you had not had the need to access the dashboard. You state when npower Business Solutions finally updated their system in August 2025, all Councils were asked to access their invoices from April 2025-August 2025 via the dashboard and say it was at this time you noticed that the account had not been corrected in 2024, and that there was not only still an account of Narborough Parish Council (Leicestershire) but that the supply address was again completely wrong, this time showing Wimbish Parish Council.

You confirm you raised a formal complaint in August 2025 and advise you also had to get UKPN involved again, which you say is not ideal, given how busy they are. You state during the complaint process, npower Business Solutions changed the supply address to yet another location, this time being Brompton Parish Council in September 2025. You state in mid-October 2025, you received a huge envelope of copy paper invoices/credit notes followed by a letter from npower Business Solutions Narborough Parish Council (Leicestershire) advising a refund was due. You've since received a default statement and say you can no longer deal

with npower Business Solutions as it is evident that they cannot and will not be resolving this simple case and that you can't allow the Council to be faced with a default record for something that is not their fault.

In response to your complaint, npower Business Solutions advised you raised a complaint with them in August 2025 in which they emailed their UMSO team advising that the street lights had been placed under the wrong Parish Council and following your further contact in September 2025, they requested a correction to supply address and unlinking of account you had no connection with. Npower Business Solutions states the accounts were unlinked on 2 October 2025 and the account was rebilled but you later raised concerns the supply address was incorrect again. To try to resolve your complaint, npower Business Solutions says they closed the old account to remove the link and created a new account which left a credit balance of £12,046.76 with the option to move to new account or refund, to which you provided bank details for a refund, but this was not received. Npower Business Solutions advised they later arranged to transfer the credit balance to the new account and a refund was processed.

It is clear from both yours and npower Business Solutions' testimony that there has been an error with the billing of your account going back several years, which has resulted in Narborough Parish Council (Norfolk) being overcharged a considerable amount of money. While I appreciate there are two Narborough Parish Councils, npower Business Solutions should have ensured they billed you for the correct one. They've also incorrectly noted other two other Councils on your bills, with no explanation of how this error occurred. You were clear in your correspondence which council this relates to. This is not acceptable and not the level of service we expect from npower Business Solutions. While you raised a complaint with them in August 2025, you have been raising this issue with them since 2021 and it is not acceptable that the issues are still ongoing.

While the evidence confirms the issue was finally resolved by npower Business Solutions in October 2025 when they created a new account A0010691000, which I can see is in the correct name of Narborough Parish Council, there is still a dispute over the refund of overpayments. The last information we received was that npower Business Solutions had refunded £10,065.87 after transferring a credit balance of £12,046.76 to the new account (minus £1,739.12 owed on the new account after late fees were removed), but you confirmed this has still not been received. I will therefore require npower Business Solutions to issue a refund (to the bank details provided) of £10,065.87 as previously agreed.

As previously mentioned, you are also under no obligation to remain with npower Business Solutions as you are not in a fixed contract. You are free to switch supplier should you wish.

Issue 2: CUSTOMER SERVICE - Quality of customer service

Issue analysis:

The second part of your complaint I will review is the customer service you've received from npower Business Solutions.

As explained above, you have been raising this issue with npower Business Solutions since 2021. It should not have taken this long for npower Business Solutions to resolve the issues on your account and bill you for the correct street lighting supply.

Had this information been correct in the first instance, it would have prevented the Council from being overcharged, by what I would consider to be a substantial amount of money. npower Business Solutions could have and should have been more proactive to resolve these issues much sooner after they were raised.

It is my opinion that the customer service you've received from npower Business Solutions has fallen well below the standards expected of them. I appreciate that you have spent a lot of time in contact with npower Business Solutions and UKPN and appreciate the inconvenience, hassle and irritation this issue has caused you over the years.

npower Business Solutions offered a goodwill payment of £200 in their response to your complaint, and while I welcome their acknowledgement of their shortfalls in service, given these and the impact this has had, along with the length of time the issues have been ongoing, I consider a fairer and more reasonable award to be £500, which I will require to be paid directly to you via BACS.

Conclusion

Following my review of your complaint, I have required npower Business Solutions to issue a refund of £10,065.87 along with requiring a goodwill payment and apology to acknowledge their shortfalls in customer service.

Putting things right

If you accept our decision the following are what npower Business Solutions will do to put things right.

Resolution 1:

Complete a BACS refund of £10,065.87.

Resolution 2:

Make a direct payment of £500 via BACS as a gesture of goodwill.

Resolution 3:

Provide a written apology.

What to do next

You need to tell us if you accept, decline or are appealing the decision by Thu 29 Jan.

To respond to the decision, you can either call me directly on 02033678566 or our service on 0330 440 1624 or send us a letter to Energy Ombudsman, 3300 Daresbury Park, PO Box 966, Daresbury, Warrington, WA4 4HS.

Alternatively, if you have provided an email address, you can access the decision using your online account. You can verify your email address using the link in the email sent to you when you raised your complaint. When using your online account, please use the buttons on the 'decision' page to confirm your response. If you have any questions, please feel free to contact me.

If you accept the decision, npower Business Solutions must provide the resolution within 28 days of acceptance. If you decline the decision, there will be no opportunity to appeal, and this will close your complaint with Energy Ombudsman.

Both you and npower Business Solutions have the opportunity to appeal. If you choose to appeal the decision, then you'll need to be able to:

Show that a significant error has been made in the facts, which make a material difference.

or

Share your new evidence and give a reason why it wasn't available to us before.

Once I have your decisions, I will let you both know.

If we do not receive your response by Thu 29 Jan, you will lose the right to appeal and will then have a further seven days to accept or decline the decision.

Kayleigh Byrne

DRE Two

02033678566

0330 440 1624

Privacy

We treat your information with respect and take your privacy seriously. A full explanation of how we store and use your data is in the privacy policy section found in the footer of our website (www.energyombudsman.org), where you can also find other useful information.