

by increasing gas imports – linked to increasing wholesale gas prices. It states in the 12 months to April 2022, imports of fuels from non-EU countries totalled £64.7bn – up £42.6bn (193%) on 2021, and up £21.8bn (51%) on 2018.

It states the UK imported £19.6bn of gas in 2021, up 312% from £4.8bn in 2020, and exported £3.4bn of gas in 2021, up 167% from £1.3bn in 2020 – Norway accounted for 77% of all gas imports. It also notes the UK imported £30bn of oil in 2021 and exported £28.3bn and that Russia supplied 24.1% of the UK’s refined oil in 2021 and in April 2022 fell to the sixth-largest source for refined oil.

Developments in the Overall Customer Satisfaction league: July 2022

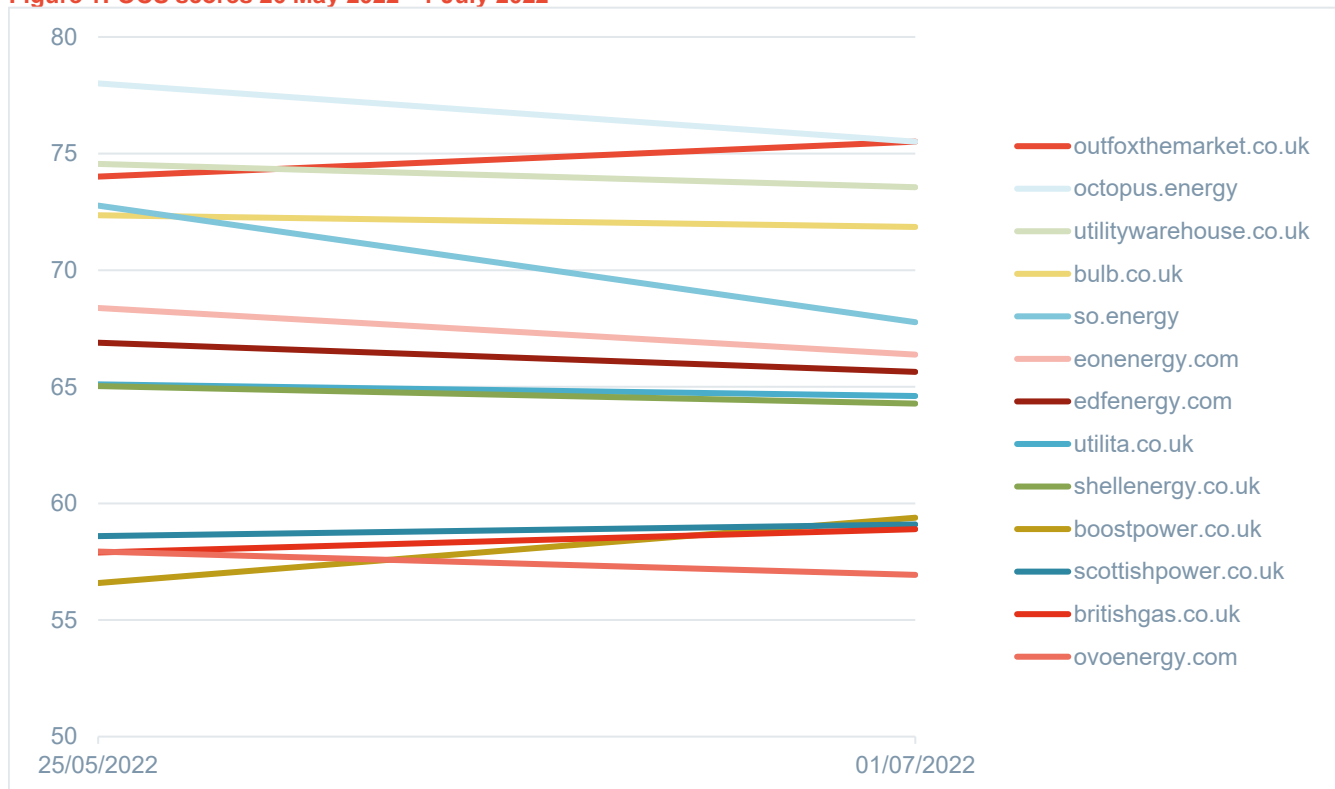
Friday (1 July) saw the publication of the latest Citizens’ Advice star rating table, rating energy suppliers’ customer service between January and March this year. “Worst customer service on record”, says Citizens Advice. Its graph shows average star rating increasing rather erratically from 3.0 stars out of 5 in Q417 to a high of 3.4 stars in Q220, then falling from 3.2 stars in Q221 to just over 2.8 stars in Q122. The problems noted include rising call waiting times (average wait times six and a half minutes, over 16 minutes for one supplier) and slower response to emails.

EDF Energy gets the best rating, at 3.6 stars, Utilita the worst at 1.6 stars, though it argues that “Citizens Advice employs a methodology that is unfairly weighted against us as a smart prepay specialist”. The main reduction in star ratings was for So Energy; Octopus Energy and EON Energy also fell; Good Energy and Boost Power scored higher ratings.

Meanwhile, there were half a dozen small improvements in TrustScores over the last month (and no reductions for suppliers in the OCS league). Figure 1 shows what all this means for the OCS league.

In Division One, the rising Outfox the Market very fractionally pushes the declining Octopus Energy off the top spot. Utility Warehouse and Bulb remain in second and third positions. So Energy is dramatically demoted to Division Two, joining EON Energy, EDF Energy, Utilita and Shell Energy. Finally, in Division Three, Boost Power rises from bottom to top, marginally above Scottish Power and British Gas, and Ovo Energy slips to the bottom. [Professor Stephen Littlechild](#)

Figure 1: OCS scores 26 May 2022 - 1 July 2022



Source: Professor Stephen Littlechild