

Scoring Framework for Rating Open Electricity Market (OEM) Retailers

Each OEM retailer is scored based on the survey responses received from their residential customers in the [Consumer Satisfaction Survey \(CSS\)](#). The questions and method used to assign scores are as shown below.

Survey Questions ^[1]	Point (per Respondent)
<p>Requirements for Retailers</p> <p>1. Did your retailer present its offer(s) accurately? [Yes/No/IDNR^[2]</p> <p>2. Were you given sufficient time to consider your retailer's offer? [Yes/No/Not Applicable^[3], as I signed up online or did not require assistance when signing up]</p> <p>3. Were you aware of the following terms and conditions of the offer before you signed up? [Yes/No/Not Applicable^[3]/IDNR]: <i>i. Electricity Rate; ii. Contract Start and End Date; iii Security Deposit; iv. Early Termination Charges; v. Plan is a Standard or Non-Standard Plan; vi. Late Payment Charges; vii. Contract Expiry/Renewal terms</i></p> <p>4. When signing up, did you read and acknowledge the:</p> <p><i>i. Consumer Advisory [Yes/No/IDNR]</i></p> <p><i>ii. Fact Sheet [Yes/No/IDNR]</i></p>	<p>Yes: 1</p> <p>Yes: 1</p> <p>≤ 3 Yes: 0 4-5 Yes: 0.5 6-7 Yes: 1</p> <p>Yes: 1</p> <p>Yes: 1</p>
<p>Service Standards</p> <p>5. Was your retailer able to address your queries/concerns? <i>i. When signing up;</i> <i>ii. After signing up</i> [Yes/No/I did not/do not have any queries/concerns^[3]</p> <p>6. Are you satisfied with the overall customer service provided by your retailer? <i>i. When signing up;</i> <i>ii. After signing up</i> [Yes/No]</p>	<p>Yes: 1</p> <p>Yes: 1</p> <p>Yes: 1</p> <p>Yes: 1</p>

Note: ^[1] These questions are selected from a longer list of questions posed to consumers in the CSS. [Find out more about the CSS.](#)

^[2] IDNR is an acronym for the option "I Do Not Remember". For all instances where IDNR is chosen as a response to a question/sub-question, that question/sub-question is not used for the Star Rating.

^[3] For all instances where NA or "I did not have any queries" is chosen as a response, it is considered a positive response.

Each retailer will then have a total score based on the number of points as a percentage of positive responses received.

Score for Each Question	0	0.5	1
% of Positive Responses	<80%	80 – 90%	≥90%

E.g. A retailer with 85% of positive responses for a question will receive a score of 0.5.

The total score for each retailer is aggregated and rated on a 5-star scale.

Total Score	0	0.5	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5	6	6.5	7	7.5	8	8.5	9
Star Rating	0.5	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5	6	6.5	7	7.5	8	8.5	9	