

Edinburgh MP urges claims against npower

- ✘ Mark Lazarowicz MP for Edinburgh North and Leith is today urging constituents who overpaid for gas supply from npower in 2007 to take advantage of their refund and get their share of more than £20 million still unclaimed.
- ✘ On 1 October 2010 npower and Consumer Focus reached agreement that the energy supplier would offer £70 million of refunds to customers. Consumer repayments range from £1 to £100 with the average payment at £35 plus VAT and interest.

Mark said:

“It’s great news for consumers that over £50 million pounds has already been returned and I encourage all current or former npower customers locally with a payment letter at home to take it to the post office or call the helpline now to get the money they are entitled to.”

“This illustrates the important work that Consumer Focus has been doing so it just makes it all the more disappointing that the UK Government has decided to axe Consumer Focus.

“I have very actively campaigned for action to tackle fuel poverty and I know that Consumer Focus has acted as an effective champion for people on low income in dealing with the large energy companies. I hope that the Government will be prepared to think again.”

Anyone who thinks they might be entitled to a refund should call npower’s helpline on 0800 975 7938 or visit npower’s website to find out if they can claim.

Consumers can find further information about the npower repayments at [Consumer Focus](#) or [npower](#) Customer Services.

Local residents who were customers of npower in 2007, but have since left the supplier or moved house, are particularly likely to be missing out.

The Consumer Focus Extra Help Unit has also separately recovered £1.4 million for energy consumers on low incomes by taking up specific complaints.