

Competitor Analysis

This competitor analysis is based on the description and review on Google Play and App Store. We found most of the complaint are related to.

- Not able to log in.
- Technical issues
- Anti-consistency data on app. (Meter reading, payment, tariff update, etc)
- Cannot perform the function as app claims. (payment, top up, transfer balance, etc)



British Gas
U.K.



STRENGTH

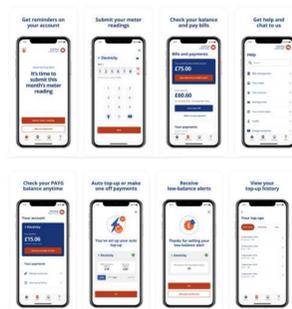
- Track and manage engineer appointments
- Chat to an adviser for help
- See daily energy usage.

COMPLAINTS

- Unable to submit meter reading. (19 Aug. 2022)
- Unable to log in for year + (30 Aug 2022)
- Credit balance is out of date always. (30 Aug 2022)
- No idea about how much energy has been used. (10 Jul 2022)
- Top up new balance, not updated on time. (31 Mar 2022)



edf Energy
U.K.



STRENGTH

- Switch easily between your accounts or properties
- Get an energy breakdown on things you use in your home
- Get personalised tips to help you save energy and money

COMPLAINTS

- 1 year+ smart meter stop transmitting the reading. (31 Aug 2022)
- Cannot log in nor top up meters due to maintenance. (09 Aug 2022)
- Difficult to top up the meters. (04 Jun 2022)



Scottish Power
U.K.



STRENGTH

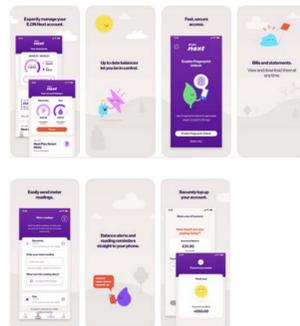
- Track and manage engineer appointments
- Chat to an adviser for help
- Visualize energy usage

COMPLAINTS

- Want to see "how much \$" spending on energy instead of KhW. (14 Apr 2022)
- Cannot top up, causing electricity and gas cut off. (14 Jun 2022)
- Cannot update the payment plan as needed. Wanted to pay 200, but still charge 80 after all the process. (18 Jul 2022)
- No consumption data. (19 Aug 2022)
- Unclear consumption data. No filter for electricity and gas. (01 Sept 2022)



e on
U.K.



STRENGTH

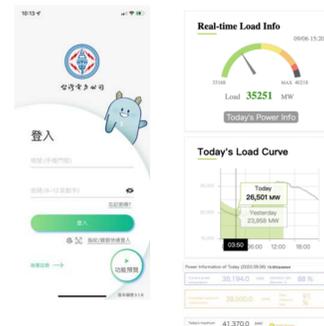
- Visualize the account balance
- Opt in for low balance push alerts straight to your phone.

COMPLAINTS

- No longer update the balance. (21 Mar 2022)
- Cannot log in, app is down due to technical issues at eon. (26 Jan 2022)
- Do not show the balance and usage. No longer able to transfer baalance between energy. (12 Jan 2022)
- Slow and always pop-up Error messages. (24 Apr 2021)
- Change tariff is not shown on App, even received a confirmed email. (27 Dec 2020)
- Payment was done and succeeded but not synchronized in App. (01 Apr 2021)



Taiwan Power Company
Taiwan



STRENGTH

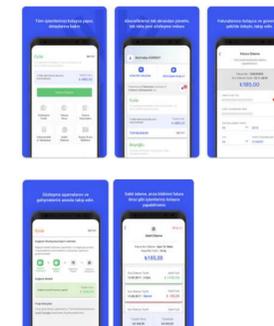
- "Preview" App functions before official log in.
- Transparent power generate and consumption info

COMPLAINTS

- App is not remind users to update the app. It take long to update. (27 Aug 2022)
- Log in problems. (27 Aug 2022)
- Slow loading while paying at convenient store, it seems the app cannot reach the AMI system, (13 Aug 2022)
- The text in app is too small to read. (16 Jul 2022)
- Not able to see billing history after log in with different "name". (17 Aug 2022)



Igdaş
Turkey



STRENGTH

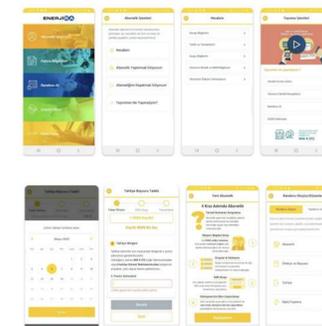
- Able to see all accounts of the users.
- Show the contract
- Can log in with different ways. (Tax number, ID number, Contact number)

COMPLAINTS

- **According to my own experience.**
- Not emphasize how much energy has been used. Only Bill Amount \$ is shown.
- Log in password rule is not clear. Reaction to non-accepted password is a mass. (Show blue, but "error" once submit)



EnergySA
Turkey



STRENGTH

- Able to see all accounts of the users.
- Show the contract
- Can log in with different ways. (Tax number, ID number, Contact number)

COMPLAINTS

- Not able to paid expired bill. (10 Aug 2022)
- Too many app has been update. (several in Jul-Aug 2022)
- Updated the app and error appeared. (02 Sept 2022)
- Need to log in after every system update. (04 Jul 2022)