



time for change

Complaints Performance

| Reporting Period | Complaints received | Complaints received per 100,000 customers | Number of complaints resolved | Complaints resolved per 100,000 customers | Resolved within 1 working day | Resolved within 2 weeks | Resolved within 8 weeks |
|------------------|---------------------|---|-------------------------------|---|-------------------------------|-------------------------|-------------------------|
| Q1 2017 | 817 | 355 | 817 | 355 | 67% | 100% | 100% |
| Q4 2016 | 1031 | 448 | 1031 | 448 | 77% | 100% | 100% |
| Q3 2016 | 600 | 286 | 600 | 286 | 60% | 100% | 100% |
| Q2 2016 | 244 | 142 | 244 | 142 | 52% | 100% | 100% |
| Q1 2016 | 363 | 280 | 363 | 280 | 66% | 100% | 100% |
| Q4 2015 | 312 | 317 | 312 | 317 | 77% | 100% | 100% |
| Q3 2015 | 207 | 288 | 207 | 288 | 70% | 100% | 100% |
| Q2 2015 | 201 | 360 | 201 | 360 | 89% | 100% | 100% |

Main 5 Complaint Categories

Meter Issues - We work closely with our partners to ensure we resolve all meter issues and instruct an engineer if required. This relates to meter malfunctions, exchanges or reads.

Transfer of Supply - Transferring your energy supply can be complicated and sometimes we get it wrong. We continually review our processes and systems to ensure this process runs as smoothly as possible. All acquisition complaints are thoroughly investigated and resolved.

Customer Registration - We continually review our internal processes to make this as accurate as possible. We regularly test our software and systems.

Postal/Delivery Fails - If required, we will immediately dispatch a replacement key or card via a courier with a guaranteed delivery time, to ensure customers receive the reassurance and service level they expect.

Customer Service - We monitor call centre performance against volume and quality targets. We are continually increasing the size of our call centre in line with our customer growth to ensure all queries are resolved effectively.

