



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
Q3 2017	524	207	526	208	77%	99%	100%
Q2 2017	822	346	899	378	55%	100%	100%
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%

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.

