



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 8 weeks
Q3 2025	348	103	361	106	78%	100%
Q2 2025	428	127	436	129	77%	100%
Q1 2025	717	213	748	223	79%	100%
Q4 2024	1232	367	1214	362	88%	100%
Q3 2024	688	207	684	205	83%	100%

Main 5 Complaint Categories

Debt & Debt Related Disconnections (prepayment): We encourage our customers to contact us if they are struggling to pay and believe their supply may be affected so we can discuss their individual circumstances. We have also partnered with IncomeMax who support customers to help maximise their household income and we signpost other organisations who may be able to help.

Meter Installation / Exchange or Smart Meters not Working (smart or advanced prepayment meter): We work closely with our partners to ensure we resolve meter issues and will instruct engineers where required. We have created comprehensive smart meter user guides which every smart meter customer has access to and engineers will also offer tailored energy efficiency advice following every smart meter installation.

Meter Installation / Exchange or Meter not Working (classic prepayment meter): All of our customers are eligible for smart meters and we offer to arrange their installation shortly after they have successfully switched to E.

Billing & Meter Related Issues: We offer our customers smart meter installation so they do not need to rely on manual keys and cards. We also offer numerous payment methods for our customers to top-up their smart meters.

Customer Service: We investigate the reasons our customers call us and look to address these issues before they arise. As a result, we have improved our website FAQ's and delivered further training to our employees.

