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
Q2 2020	2162	666	2162	666	92%	98%	100%
Q1 2020	3263	1017	3263	1017	83%	97%	100%
Q4 2019	2594	792	2570	785	75%	94%	100%
Q3 2019	2134	643	2071	624	91%	97%	100%
Q2 2019	2578	782	2557	776	85%	95%	99%
Q1 2019	2466	762	2418	747	87%	98%	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.