



## 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
Q2 2021	933	286	933	286	67%	100%
Q1 2021	1739	534	1776	542	62%	100%
Q4 2020	3013	930	2975	918	80%	100%
Q3 2020	2786	869	2786	869	83%	100%
Q2 2020	2162	666	2162	666	92%	100%
Q1 2020	3263	1017	3263	1017	83%	100%

### Main 5 Complaint Categories

**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 installation.

**Meter installation / exchange or meter not working - classic prepayment meter** - All our customers are eligible for smart meters and we offer to arrange their installation shortly after they have successfully switched to E.

**Debt & debt related disconnections - prepayment** - We are pleased to be part of the Warm Home Discount scheme and we have also partnered with IncomeMax who support customers to help maximise their household income.

**Billing & meter related issues** - We publish information about our Warm Home Discount scheme on our website in advance of the scheme opening so that our customers can keep themselves up to date.

**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.

