



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 2018	1859	734	1859	734	88%	100%	100%
Q2 2018	947	332	947	332	69%	100%	100%
Q1 2018	1311	524	1260	504	82%	99%	100%
Q4 2017	1046	413	1098	433	68%	100%	100%
Q3 2017	524	207	526	208	77%	99%	100%
Q2 2017	822	346	899	378	55%	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.

