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 2026	455	170	462	132	76%	100%
Q2 2026	460	172	465	134	77%	100%
Q1 2026	554	174	552	161	79%	100%
Q4 2025	598	176	594	174	82%	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.