



E Annual Complaints Report 2019/20



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This complaint report provides information on the customer complaints we recorded in the 12 months up to 30th September 2020.

Our Complaints Summary

We are committed to ensuring we offer the highest level of customer service at all times, however we do recognise that things can sometimes go wrong and we want to get this sorted out as quickly as possible for you.

From 1st October 2019 to 30th September 2020, we received 10,805 customer complaints which is 14% more than the same period the previous year. This is 3,370 complaints per every 100,000 of our customers.

Over the last year, we received and resolved 8,967 complaints within a day of receiving them which is 83% of all the complaints we recorded. There were, however some complaints which needed a more detailed investigation and these 1,838 complaints took more than the 1 day for us to successfully resolve.

Main 5 Complaint Categories

These were the top 5 reasons our customers needed to complain to us:

Reason	Number of complaints received	% of complaints received
1. Customer Service	2860	26%
2. Payment issues	1898	18%
3. Meter installation/exchange or meter not working	1725	16%
4. Debt & Debt-related Disconnections - prepayment related	927	9%
5. Pricing	858	8%

Improvements to our Complaints Performance

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.

Payment 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.

Meter installation/exchange or meter not working: We work closely with our partners to ensure we resolve meter issues and will instruct engineers where required. We have created comprehensive smart metering guides which every smart meter customer has access to and our engineers will offer tailored energy efficiency advice following their smart meter install.

Debt & Debt-related Disconnections (prepayment related): We are pleased to be part of the Warm Home Discount Scheme from winter 2019/20. We have also partnered with IncomeMax who will support customers to help maximise their household income.

Pricing: We review our pricing regularly and offer our dual fuel customers a £50 loyalty credit following their first 12 months of dual fuel supply with us.

Further Information

You can view our complaint handling procedure on our website www.e.org/complaint or call us on our mobile friendly number 0333 103 9575 and we will send you a free copy.

Here you will find details of how you can make a complaint and also information on where you are able to find independent help and advice.

We have produced our complaints report in line with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 which is set by our industry regulator, Ofgem.

You can find a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 at legislation.gov.uk or you can request a paper copy by calling The Stationary Office on 0333 202 5070.