



## 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
Q1 2022	1110	349	1132	356	79%	100%
Q4 2021	1846	566	1783	557	75%	99%
Q3 2021	1088	317	1088	335	69%	100%
Q2 2021	933	285	933	286	67%	100%
Q1 2021	1739	534	1775	542	61%	100%
Q4 2020	3013	934	2975	919	81%	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.

