

Complaints performance

2016 Quarter 1



Here's our complaints performance from January to March 2016.

Complaints received	Complaints received per 100k customers	Complaints resolved	Complaints resolved per 100k customers	% resolved same or next working day	% resolved within 8 weeks
1341	1232	1274	1170	25%	99%

Top 5 reasons	%
Sales	19
Registrations	18
Payments	18
Metering	16
Customer service	16
Other	13

What we're doing about it

In 2016 Q1 we saw a fall in the number of complaints received, compared to the previous quarter.

We built on our sales policies and procedures, which further improved the sales experience, helping to ensure our switching process continued to be simple and transparent.

Investment in our frontline staff and training continued to ensure we are constantly aiming to resolve enquiries and complaints quickly, while treating our customers fairly. During this quarter, we answered 89.95% of our calls within 60 seconds.