

Complaints performance

Annual complaints summary



Here's our complaints performance from 1 January 2016 to 31 December 2016.

Complaints	2016 Q1	2016 Q2	2016 Q3	2016 Q4
Received	1341	933	1212	1341
Resolved	1274	989	1259	1326

More information

This is a brief summary of our annual complaints report for the period 01 January 2016 to 31 December 2016.

During this 12-month period, we received 5,261 complaints from our residential customers. We resolved 3,533 complaints between 01 January 2016 and 31 December 2016.

Most of our complaints were around sales, metering equipment, transfer, payments/debt, and customer service, although we're working hard to put things right. We're continually investing in our front line staff and training to ensure our customers receive the best service possible.