

Complaints performance

2015 Quarter 3



Here's our complaints performance from July to September 2015.

Complaints received	Complaints received per 100k customers	Complaints resolved	Complaints resolved per 100k customers	% resolved same or next working day	% resolved within 8 weeks
884	1212	794	1088	25%	94%

Top 5 reasons	%
Sales	29
Registrations	16
Payments	14
Metering	11
Transfers	11
Other	19

What we're doing about it

We continued to develop and invest in training across the business including sales; expanded our customer service operations; and continued development of our quality monitoring, systems, reporting, policies and procedures to ensure any identified issues were dealt with swiftly. We also continued to progress our smart meter plans.

With the majority of our customers using prepayment meters, we usually see an increase in calls towards the end of quarter 3 from people who've built up a standing charge debt by not topping up their gas in the warmer summer months. We continued to monitor and train our team members, so they could help educate customers to top up across the year and build up a credit on their meters to avoid a build-up of standing charge debt.