

# Complaints performance

## 2015 Quarter 4



Here's our complaints performance from October to December 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
1536	1641	1578	1686	28%	100%

Top 5 reasons	%
Sales	30
Registrations	18
Payments	11
Metering	10
Customer service	10
Other	21

### What we're doing about it

During 2015 Q4 we continued to invest in frontline staff to support the growth in our customer base and maintain our target of answering the majority of calls within 60 seconds.

During the winter, we normally receive a higher level of complaints, compared with the previous quarter. In quarter 4 2015, we received fewer complaints per 100,000 customers, compared to the same quarter the previous year. We gained a significant number of new customers. We continued to develop our internal processes and training of front line staff to make the switching process as simple and as transparent as possible.