

Complaints performance

Annual complaints summary



Here's our complaints performance from 1 October 2014 to 30 September 2015.

Complaints	2016 Q2	2016 Q1	2015 Q4	2015 Q3	2015 Q2
Received	933	1341	1536	884	405
Resolved	989	1274	1578	794	483

More information

This is a brief summary of our annual complaints report for the period 01 October 2014 to 30 September 2015.

During this 12-month period, we received 3,603 complaints from our residential customers. We resolved 3,524 complaints between 01 October 2014 and 30 September 2015.

Most of our complaints were around sales, metering equipment, transfer, payments/debt, and customer service, although we're working hard to put things right.