

Complaints performance

2016 Quarter 4



Here's our complaints performance from October to December 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
1775	862	1326	644	33%	91%

Top 5 reasons	%
Sales	26
Customer service	14
Payments	13
Metering	9
Registrations	9
Other	29

What we're doing about it

During the winter, we normally receive a higher level of complaints, compared with the previous quarter. In Q4 2016, we received fewer complaints per 100,000 customers, compared to the same quarter the previous year.

We invested in the training of the front line staff to support the growth of our customer base and maintain our target of answering the majority of calls within 60 seconds.

We are constantly striving to resolve enquires and complaints as quickly as possible, delivering fair outcomes for our customers. Our focus continues to ensure our switching process is simple and transparent.