

Guaranteed standards of performance

2016 Quarter 3



Here's our complaints performance from July to September 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
1212	790	1259	820	56%	97%

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

What we're doing about it

In 2016 Q3 we saw a fall in the number of complaints received, compared to the previous quarter.

We built on our sales policies and procedures, which further improved the sales experience, helping to ensure our switching process continued to be simple and transparent.

Investment in our frontline staff and training continued to ensure we are constantly aiming to resolve enquiries and complaints quickly, while treating our customers fairly. During this quarter, we answered 89.95% of our calls within 60 seconds.