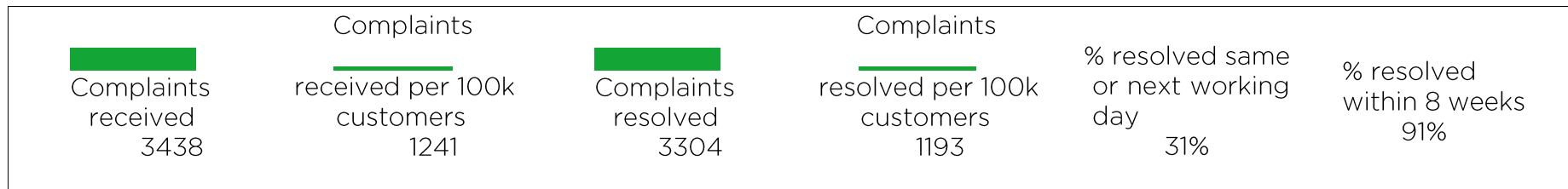


# Complaints performance Quarter 3



Here's our complaints performance from July 2017 to September 2017.



Top 5 Reasons	%
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Customer service 31%

Customer Registration 15%

Payments 10%

Sales 9%

Billing 8%

## What we're doing about it

- We have increased percentage of same or next day closures based on Quarter 2.
- Also we have had an increase in cases closed within the 8 week time frame.
- Customer service issues have increased however will be resolved through our ongoing recruitment drive for customer service advisors and bringing customers services onshore.
- Our continuous investment in operations; and continued development of our quality monitoring, systems, reporting, policies and procedures to ensure any identified issues were dealt with swiftly.
- We also continue to drive our smart meter plans.