

# Complaints performance

## 2017 Quarter 4



Here's our complaints performance from October to December 2017

Complaints received	Complaints received per 100k customer	Complaints resolved	Complaints resolved per 100k customers	% resolved same or next working day	% resolved within 8 weeks
3738	1225	2039	668	5%	69%

Top 5 reasons	%
Payments	21
Customer Service	20
Billing	17
Customer Registration	16
Sales	7
Other	19

### What we're doing about it

During the colder winter months as customers energy usage increase, we normally receive a higher number of complaints than in the warmer months of the year. We continue to review our customer service performance including our performance with regards to swift and effective complaints resolution.

Historically, Economy Energy was geared towards offering cheaper tariffs to prepayment customers who were stuck with expensive standard variable tariffs from larger energy providers. More recently Economy Energy has attracted more and more people with credit meters, by offering more competitive tariffs to these customers. As a result, we have experienced an increase in complaints relating to credit payments and billing errors. Throughout Quarter 1 of 2018 we will be implementing new payment and complaints systems, which will increase our efficiency in dealing with enquiries relating to payments and bills.

In addition to these new operations, and in line with the Smart meter rollout, we are also encouraging as many customers as possible to have Smart meters installed in their homes. Smart meters allow us to bill our customers more accurately and reduce the number of issues people experience with regards to incorrect payments.