

Complaints performance

2018 Quarter 1



Here's our complaints performance from January to March 2018

Complaints received	Complaints received per 100k customer	Complaints resolved	Complaints resolved per 100k customer	% resolved same or next working day	% resolved within 8 weeks
5055	1751	5640	1953	12.36%	70.98%

Top 5 reasons	%
Payments	21
Customer Service	16
Billing	30
Metering Equipment	9
Engineer Related	5
Other	19