

Complaints performance

2018 Quarter 2



Here's our complaints performance from April to June 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
7073	2461	5731	1994	28.16%	69.74%

Top 5 reasons	%
Billing	43
Payments	20
Debt	10
Customer Service	9
Metering Equipment	4
Other	14