



## Our Recent Complaints Performance

Quarter	Number of Complaints Received	Number of Complaints Received per 100,000 Customers	Number of Complaints Resolved	Number of Complaints Resolved per 100,000 Customers	% Resolved First Day	% Resolved at 8 weeks
Q 4-2013	2679	2991	2646	2954	92.2	99.5

## Annual Summary

Quarter	Number of Complaints Received	Number of Complaints Received per 100,000 Customers	Number of Complaints Resolved	Number of Complaints Resolved per 100,000 Customers	% Resolved First Day	% Resolved at 8 weeks
Q 1-2013	1000	1836	987	1812	12.6	61.7
Q 2-2013	1720	2524	1500	2201	29.1	96.4
Q 3-2013	1882	2605	1962	2716	74.9	97.9
Q 4-2013	2679	2991	2646	2954	92.2	99.5

## Top 5 Complaint Reasons

Complaint Area	Q4-2012	Q1-2013	Q2-2013	Q3-2013
Billing	50	49	47	30
Customer set-up	6	9	25	19
Customer Service	19	29	12	19
Metering	3	4	6	5
Payments	9	7	5	19