



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
Q1-2014	3131	3178	3089	3135	88.4	99.1

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 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
Q1-2014	3131	3178	3089	3135	88.4	99.1

Top 5 complaint reasons

Complaint Area	Q1-2013	Q2-2013	Q3-2013	Q1-2014
Billing	49	47	30	31
Customer set-up	9	25	19	16
Customer Service	29	12	19	14
Metering	4	6	5	7
Payments	7	5	19	14