



## 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
Q2-2014	2678	2538	2653	2514	82.4	98.4

## 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 3-2013	1882	2605	1962	2716	74.9	97.9
Q 4-2013	2679	2991	2646	2954	92.2	99.5
Q 1-2014	3131	3178	3089	3135	88.4	99.1
Q2-2014	2678	2538	2653	2514	82.4	98.4

## Top 5 complaint reasons

Complaint Area	Q2-2013	Q3-2013	Q1-2014	Q2-2014
Billing	47	30	31	33
Customer set-up	25	19	16	19
Customer Service	12	19	14	21
Metering	6	5	7	7
Payments	5	19	14	21