



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
Q3-2014	3667	3190	3626	3154	88.1	99.2

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 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
Q3-2014	3667	3190	3626	3154	88.1	99.2

Top 5 complaint reasons

Complaint Area	Q4-2013	Q1-2014	Q2-2014	Q3-2014
Billing	30	31	33	27
Customer set-up	19	16	19	18
Customer Service	19	14	21	25
Metering	5	7	7	8
Payments	19	14	21	22