

## Recent complaints performance

Please note: Figures show all complaints including expressions of dissatisfaction

	Complaints received	Complaints received per 100,000 customers	Complaints resolved	Complaints resolved per 100,000 customers	% resolved first day	% resolved at 8 weeks
<b>2017 Q2</b>	3906	1757	3922	1765	73	99

See Notes

## 12 month summary

	Complaints received	Complaints received per 100,000 customers	Complaints resolved	Complaints resolved per 100,000 customers	% resolved first day	% resolved at 8 weeks
<b>2016 Q3</b>	2769	935	2655	896	69	99.2
<b>2016 Q4</b>	2600	858	2510	828	61	99
<b>2017 Q1</b>	3327	1045	3164	994	64	99
<b>2017 Q2</b>	3906	1757	3922	1765	73	99

See Notes

## Top 5 complaint reasons

	2016 Q3	2016 Q4	2017 Q1	2017 Q2
Billing	29%	27%	27%	28%
Customer setup	14%	12%	12%	14%
Customer service	23%	26%	26%	21%
Metering	11%	9%	9%	10%
Payments	23%	26%	26%	27%
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Notes

**Our Customer Charter outlines our commitment to providing each of our customers with a five star service.**

Resolving complaints quickly and learning from what customers tell us is an important part of providing a service that our customers would rate as 5/5.

#### Listening to customers

We believe that every comment counts and we can learn more about what customers want simply by listening to what they say and how they say it.

We capture even slight expressions of dissatisfaction to improve customer experience. This could be anything from not liking our hold music to using capital letters in an email. It helps us learn more about what our customers are looking for, what they find frustrating, and how we can improve our service even more.

#### 2017 Q2 results

In Q2, our resolutions within 8 weeks have remained consistent at 99% and the percentage of complaints being resolved on the first day has increased by 9%. We're also pleased that we've had a significant reduction in complaints about our customer service.

Although we saw an increase in overall complaints numbers in this quarter, this is in line with the trend we saw in Q2 of 2016 and an increase in our overall customer base. We'll continue to monitor these into Q3 to make sure that our customers have the best possible experience with us.

#### Towards a 'five star' service

We use all the information we gather from complaints, expressions of dissatisfaction and regular customer surveys to develop our Customer

