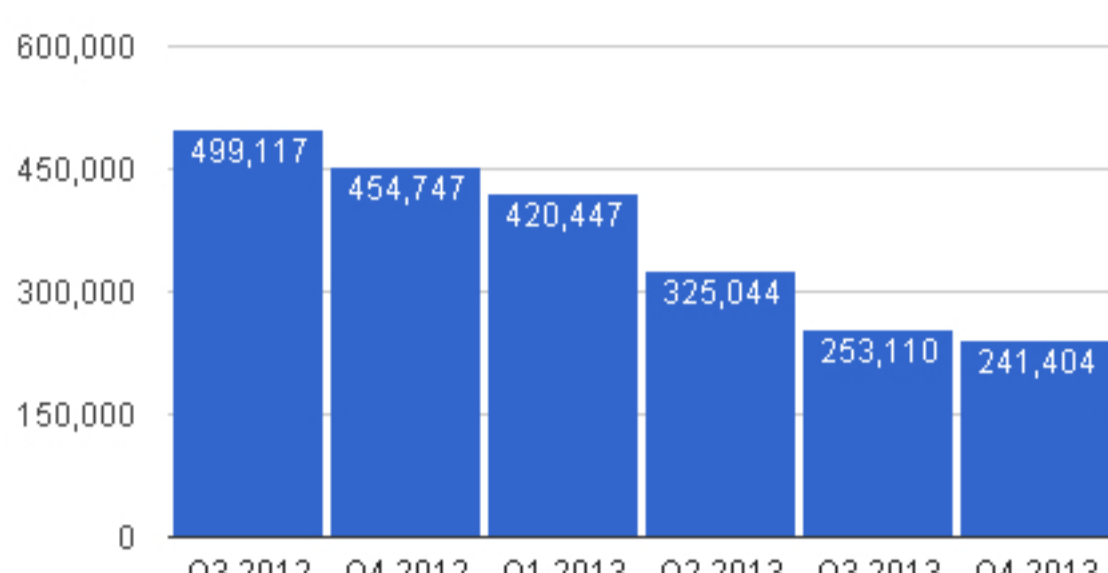


More cause for optimism, despite challenging circumstances.

Q4 2013 Customer Complaints Review (Oct-Dec)

The final quarter of 2013 saw an increase in customers calling our contact centres. This was mainly driven by demand for our competitive pricing – resulting in strong growth – increased media attention and high competitor price increases. Yet despite our customer advisers taking more calls in Q4, the downward trend in customer complaints has continued, meaning we've now had five consecutive quarters of falling complaints.

Total number of complaints received



Compared with the same quarter last year, we've seen a 47% drop in complaints – down from 454,747 in Q4 2012 to 241,404 in 2013. It's a smaller quarter on quarter fall – down 4.6% - compared with the previous change (Q2 to Q3 2013) however, considering the influx of calls to our contact centres, this is a positive result.

The uSwitch 2013 Customer Satisfaction Report published in October 2013 puts us second for overall customer satisfaction, just 0.3% off first place. However, we came top among the main suppliers for 'Best Value for Money', 'Best Deal for You' and the 'Transfer Process'. Equally encouraging was winning Energy Provider of the Year at the recent Consumer Moneyfacts Awards 2014. The award winner is selected by an independent industry expert panel assessment of the products available from each of nine energy providers together with a public vote of over 90,000 people. This external recognition highlights the great work we're doing to give our customers a better overall experience.

Q4 complaints

See how many complaints we've received and resolved in Q4 (1 October – 31 December 2013):

Number of complaints received	241,404
Number of complaints received per 100,000 customers	4,228
Number of complaints resolved	235,205
Number of complaints resolved per 100,000 customers	4,119
Percentage of complaints resolved by the end of the next working day	82%
Percentage of complaints resolved within 8 weeks	97%

Our complaints in Q4 are divided by category, shown below:

Top 5 categories in Q4 2013	% of complaints opened by category
Billing	25.74%
Metering (Inc PrePayment)	16.57%
Payments	14.07%
Customer Service	13.22%
Transfers* (Inc Change of Supplier & Change of Tenancy)	10.02%

See [Quarter 3's results](#), [Quarter 2's results](#), [Quarter 1's results](#), and our [annual performance by quarter](#)

Billing

Our new Better Bill and annual statement have been designed to make it much easier for customers to see what they owe and how much energy they're using. Ofgem's recommendations under the Retail Market Review have also resulted in further, positive changes to our bills as well as our tariffs. Consequently, it should now be much easier for customers to see which tariff works best for them. Unsurprisingly, complaints in this area have continued to fall.

Metering (including prepayment)

In the past, the winter period has seen an increase in customer complaints relating to meter issues. However, we've worked hard to improve our prepayment key and card infrastructure. We've also grown the size of our prepayment network, to help customers to top up more easily. And, complaints have fallen slightly this quarter compared with the previous quarter.

Payments

In 2013 we've made significant improvements to our bill layout, annual statement and Direct Debit processes. These enhancements are starting to take effect and it's encouraging to see them help drive further reductions in this key area.

Customer service

While overall Q4 saw a decrease in complaints, this was one area that saw a slight increase compared with the previous quarter. As we've mentioned, this was caused by greater demand driven primarily by competitive pricing. Our Blue range of tariffs have continued to prove popular, and there were also high numbers of product closures, which increased calls to Customer Services.

*Transfers (inc Change of Supply & Change of Tenancy)

This category was incorrectly left out of the original report published in January 2014, but we've now amended it and added it to this page. There was very high demand for our products during this quarter, and at the same time we experienced an increase in complaints relating to transfers. Complaints relating to delays in changing to and from EDF Energy, problems with the data provided at point of transfer or issues with moving home are included here.

Looking forward

While encouraging, Q4's results also show we need to remain fully focussed on reducing complaints in key areas. We believe the strategy we have in place is still working and we are committed to achieving a sixth consecutive quarter of reduced complaints as we head into the New Year.