

Q1 complaints performance

Q1 2014 customer complaints review (Jan-Mar)

Following five consecutive quarters of falling complaints, Q1 2014 saw a slight increase in the number of customers registering a complaint.

Total number of complaints received (2012 – 2014)



Q1 complaints

The table below shows how many complaints we've received and resolved in Q1 (01 January – 31 March 2014):

Number of complaints received	264,109
Number of complaints received per 100,000 customer accounts	4,614
Number of complaints resolved	252,532
Number of complaints resolved per 100,000 customer accounts	4,412
Percentage of complaints resolved by the end of the next working day	84%
Percentage of complaints resolved within 8 weeks	97%

Our complaints in Q1 are divided by category, shown below:

Top 5 categories in Q1 2014	% of complaints opened by category
Billing	29%
Metering (Inc Prepayment)	16%
Payments	15%
Customer Service	12%
Transfers (Inc Change of Supplier & Change of Tenancy)	8%

See [Quarter 4's results](#), [Quarter 3's results](#), [Quarter 2's results](#), [Quarter 1's results](#), and our [annual performance by quarter](#)

Billing

This covers any complaints made about the layout of our bills as well as any information displayed on them such as cancelled charges or payment dates. Complaints received about estimated readings, price increases or incorrect bills are also included within this area. We saw an increase in complaints recorded in this area compared to the previous quarter.

Metering (inc. prepayment)

If we receive complaints about metering appointments or any mismatched data then these are listed in this section. Also included here are prepayment meter issues, which tend to be higher in winter months. We saw a small increase in complaints in this area although the overall percentage of complaints relating to metering (inc. prepayment) fell.

Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here in the Payments section. We saw an increase in complaints relating to payments this quarter.

Customer Services

We were pleased to see that complaints made about Customer Services fell in this quarter compared to Q4 2014. The reasons for complaints to this area include delays in answering customers over the phone or not doing what we said we would for a customer.

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

We've seen a small reduction in complaints in this area compared to Q4. Included here are 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.