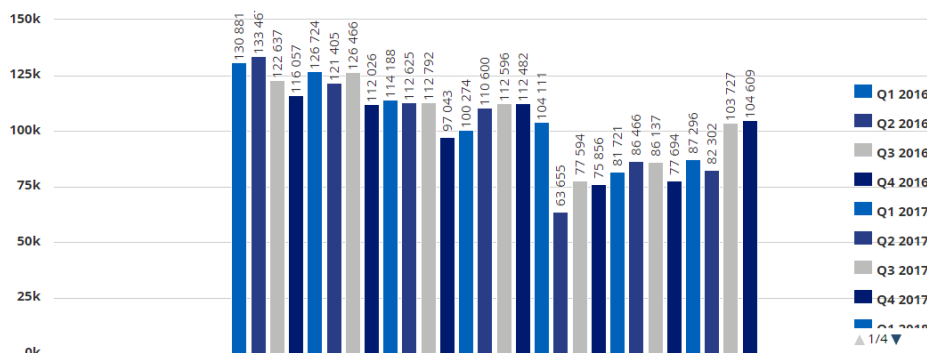


Our complaints performance

The total number of complaints received during July, August and September (Q3 2022) was 103,727. This is an increase in complaints compared to those received in Q2 2022 (82,302).

Through our complaints improvement programme, we've continued to look at the causes of customer dissatisfaction. We've then addressed these causes by making improvements to our systems and processes. We will continue making positive changes throughout 2022 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (1 July - 30 September 2022):

Number of complaints received	103,727
Number of complaints received per 100,000 customer accounts	1,873
Number of complaints resolved*	93,012
Number of complaints resolved per 100,000 customer accounts	1,680
Percentage of complaints resolved by the end of the next working day	55.67%
Percentage of complaints resolved within 8 weeks	91.08%

*This includes complaints resolved which were raised in previous quarters.

Complaints categories

Our complaints are divided by category, shown below:

Top 5 categories in Q3 2022	% of complaints opened by category
Billing	23%
Metering (inc Prepayment)	21%
Payments	18%
Customer Service	9%
Change of Supplier	2%

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.

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.

Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here.

Customer services

This includes complaints made about the Customer Service that we offer.

Change of supplier

This covers any complaints made about our collection activities relating to overdue bills or repayment plans