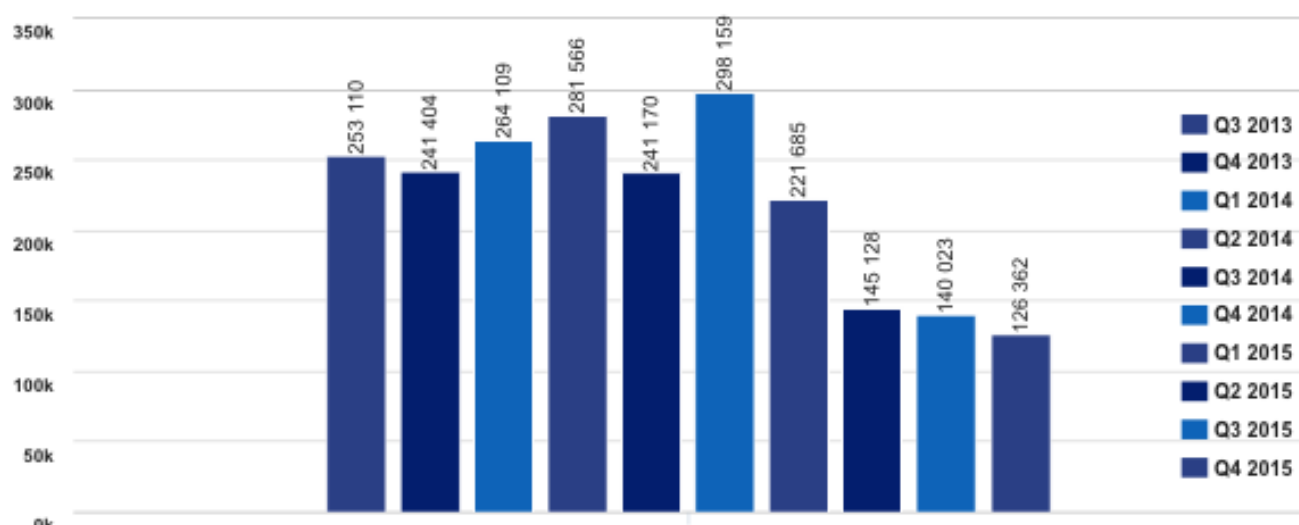


Our complaints performance

Customer complaints review, October to December (Q4) 2015

Q4 2015 sees the number of complaints received reduced for the fourth successive quarter. During October, November and December of last year we received a total of 126,362 customer complaints. This is significantly lower than the Q3 total of 140,023 and it's the lowest number of complaints we've received last year. Through our complaints improvement programme, we've looked at the causes of customer dissatisfaction and as a result we've made improvements to our systems and processes. Our aim is to make sure our customer advisers receiving the training and support they need to deal with complaints to the highest standards. 2015 saw us win the Consumer Moneyfacts Energy Provider of the Year Award. We believe we're firmly on the right track to become the energy company our customers can trust to always do the right thing.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (1 October – 31 December 2015):

Number of complaints received	126,362
Number of complaints received per 100,000 customer accounts	2,384
Number of complaints resolved*	123,167
Number of complaints resolved per 100,000 customer accounts	2,323
Percentage of complaints resolved by the end of the next working day	79.15%
Percentage of complaints resolved within 8 weeks	97.96%

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

Help and advice

Complaints categories

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

Top 5 categories in Q4 2015	% of complaints opened by category
Billing	29%
Metering (Inc Prepayment)	18%
Payments	13%
Customer Service	11%
Change of Supplier	4%

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

Complaints made about Customer Services have reduced this quarter compared to Q2 2014

Change of supplier

Change of supplier includes customers who have experienced problems while switching supplier. In Q2 we also included change of tenancy but this has been removed from Q3's data.