

## Our complaints performance

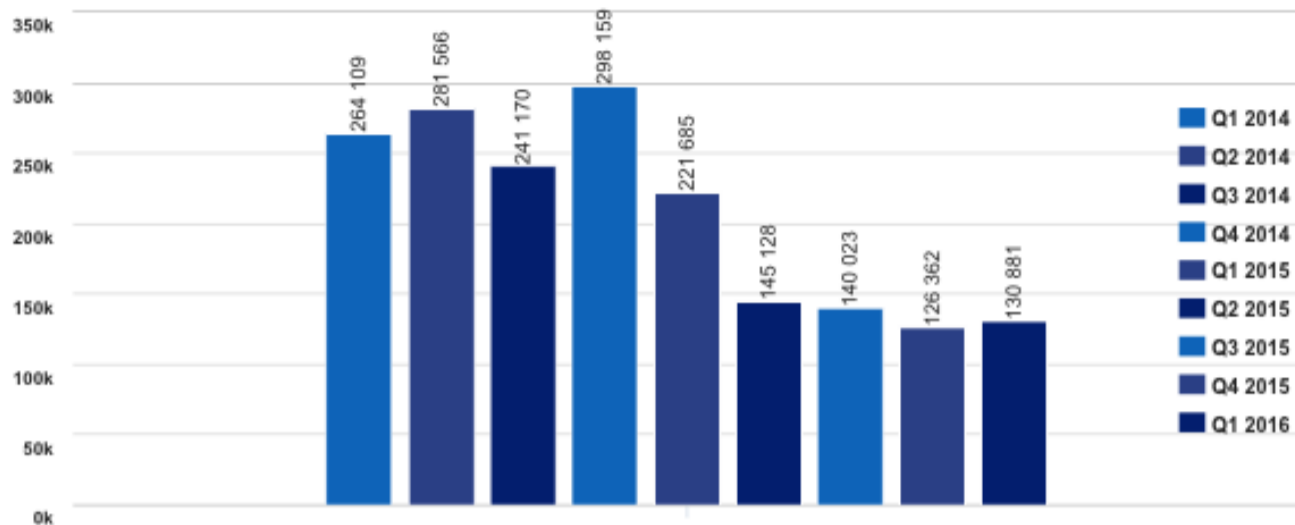
### Customer complaints review, January to March (Q1) 2016

Our complaints performance

The total number of complaints received during January, February and March (Q1) 2016 was 130,881. This is slightly higher than in the previous quarter (126,362) but significantly lower than the Q1 total for 2015, which was 221,685 complaints.

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 2016 and beyond.

We're pleased to see customer complaints are reducing over the last four years. We know we don't always get things right but if a customer does complain, it's reassuring to know we're working hard to make the process a smooth one.



### Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q1 (1 January – 31 March 2016):

Number of complaints received	130,881
Number of complaints received per 100,000 customer accounts	2,506
Number of complaints resolved*	126,026
Number of complaints resolved per 100,000 customer accounts	2,413
Percentage of complaints resolved by the end of the next working day	77.4%
Percentage of complaints resolved within 8 weeks	97.9%

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

### Help and advice

### Complaints categories

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

Top 5 categories in Q1 2016	% of complaints opened by category
Billing	30%
Metering (Inc Prepayment)	16%
Customer Service	13%
Payments	12%
Credit Management	3%

#### 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.