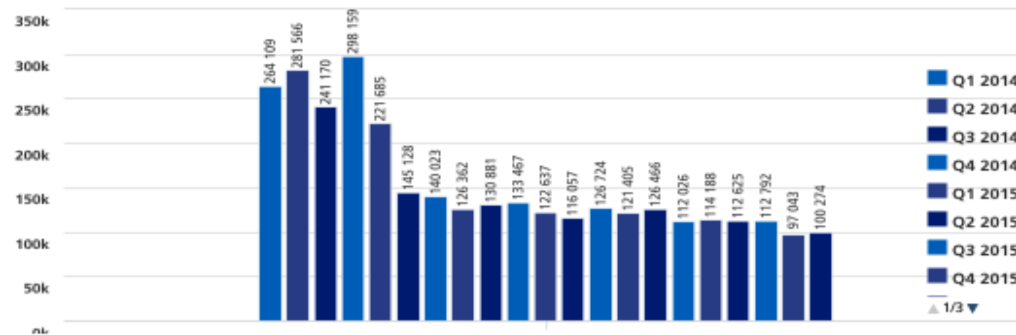


Our complaints performance

The total number of complaints received during January, February and March (Q1) 2019 was 100,274. This is a reduction in complaints received in Q1 2018 (114,188).

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 2019 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q1 (1 January - 31 March 2019):

Number of complaints received	100,274
Number of complaints received per 100,000 customer accounts	2,013
Number of complaints resolved*	92,949
Number of complaints resolved per 100,000 customer accounts	1,866
Percentage of complaints resolved by the end of the next working day	51.53%
Percentage of complaints resolved within 8 weeks	94.78%

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

Help and advice

[Why don't I have a bill/statement yet?](#)

[How does Budget Direct Debit work?](#)

[How many meter readings should I give you a year?](#)

[What do I need to know about the Easy Online tariff?](#)

Complaints categories

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

Top 5 categories in Q1 2019	% of complaints opened by category
Billing	31%
Metering (Inc Prepayment)	22%
Customer Service	10%
Payments	15%
Change of Supplier / Credit Management	5%

Billing	Metering (inc. prepayment)	Payments	Customer services	Change of supplier
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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.

Billing

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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.