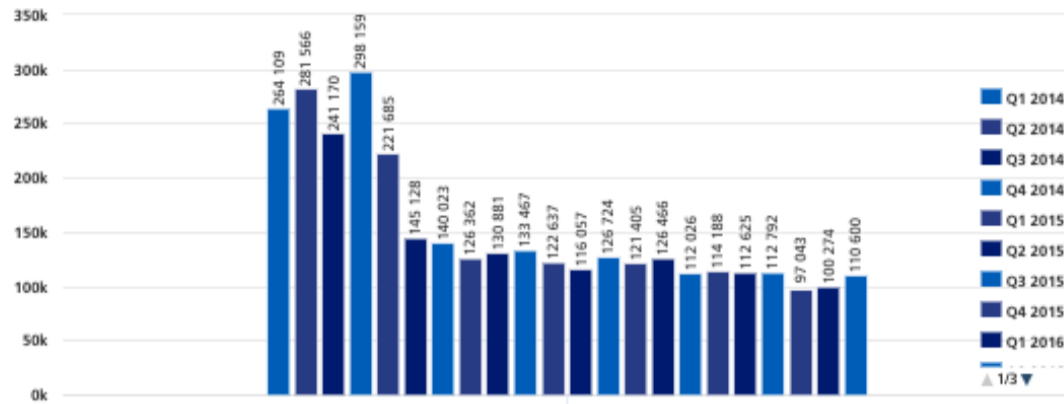


Our complaints performance

The total number of complaints received during April, May and June (Q2) 2019 was 110,600. This is a reduction in complaints received in Q2 2018 (112,625).

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 Q2 (1 April - 30 June 2019):

Number of complaints received	110,600
Number of complaints received per 100,000 customer accounts	2,261
Number of complaints resolved*	102,197
Number of complaints resolved per 100,000 customer accounts	2,089
Percentage of complaints resolved by the end of the next working day	51.25%
Percentage of complaints resolved within 8 weeks	95.36%

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

Help and advice

Ask

- Why don't I have a bill/statement yet?
- 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 Q2 are divided by category, shown below:

Top 5 categories in Q2 2019	% of complaints opened by category
Billing	30%
Metering (inc Prepayment)	20%
Payments	14%
Customer Service	11%
Change of Supplier	6%



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.