

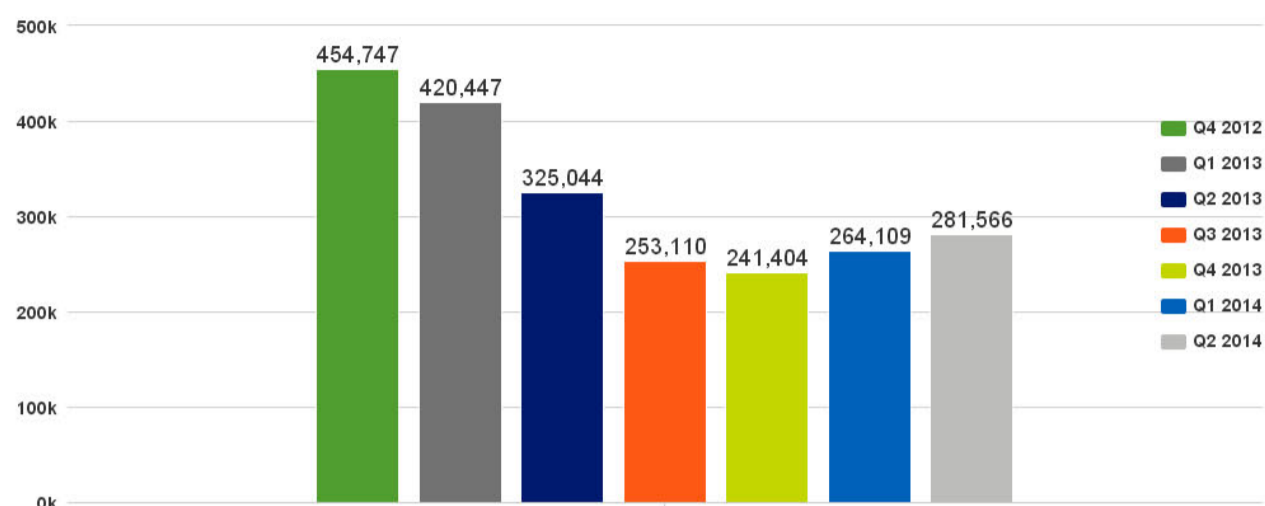
Our complaints performance

Customer complaints review, January to March 2014.

Q2 2014 saw an increase in the number of customers registering a complaint.

Complaint handling is just one way that customers judge our service performance. In Q2 we were placed second out of the major energy suppliers for Net Promoter Score ⁽¹⁾

Total number of complaints received (2012 – 2014)



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q2 (01 April – 30 June 2014):

Number of complaints received	281,556
Number of complaints received per 100,000 customer accounts	5,011
Number of complaints resolved	273,902
Number of complaints resolved per 100,000 customer accounts	4,875
Percentage of complaints resolved by the end of the next working day	84%
Percentage of complaints resolved within 8 weeks	97%

Help and advice

Ask

- [Do you offer a Live Chat service? >](#)
- [What are the off-peak times of my economy 7 meter? >](#)
- [How do I get a Smart meter? >](#)
- [What should I do if I think I have carbon monoxide poisoning? >](#)
- [Can I have a free gas safety check? >](#)
- [What information do you require when I move out of a property? >](#)
- [When will I get a Smart meter fitted at my property? >](#)
- [How to manage the estate of a family member or friend who has passed away? >](#)
- [How do I notify you I've moved house? >](#)
- [How can I change my monthly Direct Debit amount? >](#)

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Complaints categories

Our complaints in Q2 are divided by category, shown below.

Top 5 categories in Q2 2014	% of complaints opened by category
Billing	33%
Metering (Inc Prepayment)	14%
Payments	13%
Customer Service	13%
Transfers (inc. Change of Supplier & Change of Tenancy)	7%

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. We saw an increase in complaints recorded in this area compared to the previous quarter.

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. We saw a decrease in complaints in this area in Q2 2014.

Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here. Complaints relating to payments remained relatively stable this quarter.

Customer services

Complaints made about Customer Services rose in this quarter compared to Q1 2014. The reasons for complaints in this area include delays in answering customers over the phone or not doing what we said we would for a customer.

Transfers (inc. change of supply and change of tenancy)

We've seen a small reduction in complaints in this area compared to Q1. Included here are complaints relating to delays in changing to and from EDF Energy, problems with the data provided at point of transfer or issues with moving home.