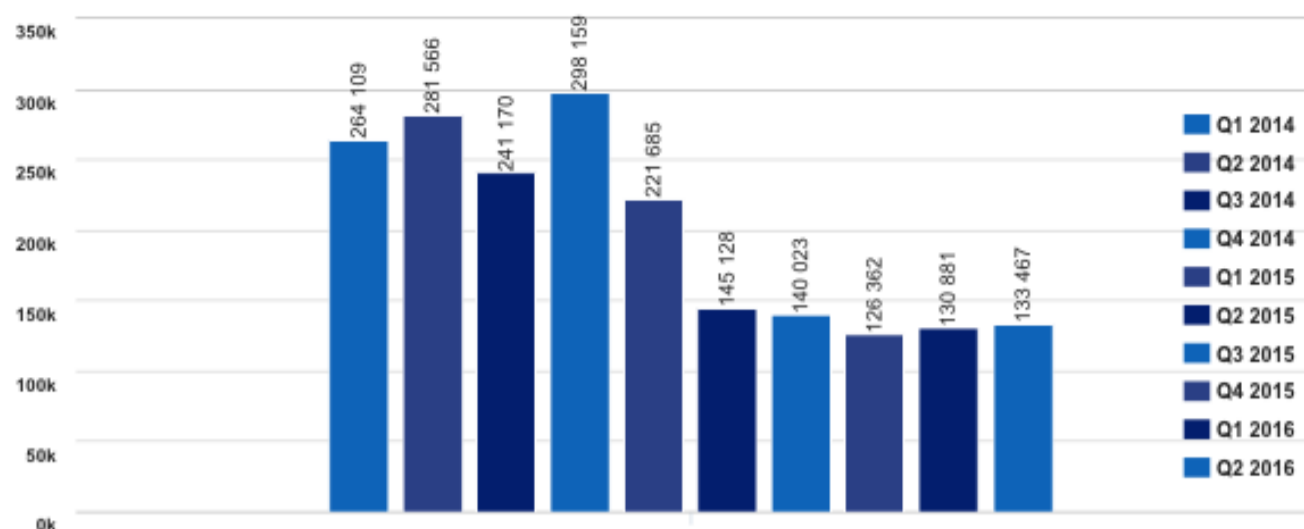


Our complaints performance

The total number of complaints received during April, May and June (Q2) 2016 was 133,467. This is slightly higher than in the previous quarter (130,881) but significantly lower than the Q2 total for 2015 of 145,128 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.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q2 (1 April – 30 June 2016):

Number of complaints received	133,467
Number of complaints received per 100,000 customer accounts	2,533
Number of complaints resolved*	128,532
Number of complaints resolved per 100,000 customer accounts	2,439
Percentage of complaints resolved by the end of the next working day	79.79%
Percentage of complaints resolved within 8 weeks	98.44%

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

Help and advice

Ask [Submit >](#)

- [How to make a complaint >](#)
- [What do I need to do when I move home? >](#)
- [How can I change my monthly Direct Debit amount? >](#)
- [How can I change my details? >](#)
- [I can't log in to MyAccount. How do I access it? >](#)
- [I think there's been a power cut. What should I do? >](#)
- [Can I speak to someone online? >](#)
- [How can I provide meter readings to you? >](#)
- [My meter is making a noise. What should I do? >](#)
- [How do I change the account from my partner's name to my own name? >](#)

[More popular questions >](#)

Complaints categories

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

Top 5 categories in Q2 2016	% of complaints opened by category
Billing	30%
Metering (Inc Prepayment)	14%
Customer Service	14%
Payments	12%
Credit Management	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.