

# Complaint handling

We try hard to make sure we offer the best service possible to all our customers. We never claim to be perfect and we all know mistakes can happen, that's why if they do, we'll do everything we can to fix them.

In line with the OFGEM Complaint Handling Standards, we'll publish the number of complaints we received that could not be resolved by the end of the following working day each year, so you know how well we're doing.

We believe in treating customers fairly, working hard and keeping things simple. These have been our core company values since we started in 2009 so we're really pleased that this is being brought into legislation for all energy suppliers.

These values have once again proven popular resulting in another busy year. Since October 2014 we've seen our customer numbers increase by 31%, and despite facing a period of significant growth in such a short space of time, we've managed to keep our complaint levels at just over two complaints per 1000 customers.

We think it's important to hold our hands up when we've done something wrong and we've acknowledged almost all our complaints within 24 working hours.

## How have we handled your complaints?

We always work hard to resolve complaints as quickly as we can; from time to time we come across complex complaints that take a little time to resolve. Between 1st October 2014 and 30th September 2015:

We received 5446 complaints that couldn't be resolved by the end of the following working day.

We know the main areas for complaints relate to:

- Smart metering
- Transfers
- And billing

## What have we done?

Our aim is to learn from our mistakes and to stop them happening again in the future. We use your feedback to improve our service and have made a number of improvements to address the causes of your complaints. Over the past twelve months:

- We've automated our Smart meter exchange process which significantly reduces the time it takes us to update your new meter details.
- We've reduced the amount of time it takes customers to come on supply with us from 32 days to 10 days - that's 69% faster.
- We've hired lots of new and enthusiastic staff to ensure we answer your calls and emails as quickly as possible
- We've made vast improvements to our self-service platform, My OVO, meaning that customers can submit meter readings, request refunds, amend Direct Debits and monitor their consumption without having to pick up the phone.
- This year we've done away with contract termination fees - we want our customers to stay with us because they want to, not because they have to.

*We're not going to stop there, we're always looking at what we can do to make improvements and there'll be lots more on the way over the next year too.*

## Helping you manage your account

We're committed to making sure your account doesn't fall behind and are happy to offer advice when you need it. There's a section on our website dedicated to Energy efficiency and Energy saving tips. You can also see our blogs about this on Facebook and Twitter.

Whilst we understand our Smart offering is the highest cause of complaints; we have made some significant improvements to our technology and processes to make them more efficient, and implemented a new service resolution team within the Smart department to gain real-time customer feedback on how we're performing. We are committed to improving our offering for all customers, and to providing the best Smart meter solutions on the energy market.

## Putting things right

When we get things wrong that result in a financial disadvantage to our customers, we do everything we can to make sure things are put right again. We have a proven record in resolving complaints.

- 99% of all complaints were resolved by staff at Ovo Energy.

Although we do aim to resolve all complaints ourselves, there are times when a resolution can't be reached and the Energy Ombudsman are there to ensure we are acting in the best interest of our customers to resolve complaints.

- Between October 2014 and September 2015, 338 complaints were referred to us from the Energy Ombudsman.
- 277 of those cases are now closed. 61 cases resulted in a financial award totalling £15,240.39<sup>1</sup>.

It's our fresh approach that has made us one of the fastest growing energy suppliers in the UK and we continue to learn from our mistakes. At 2.3 complaints per 1000 customers, we know that this year our complaints are higher than we'd like, so we're working hard to identify improvements with our systems, processes and service. We also know that speed is of the essence when it comes to resolving complaints, that's why our key focus is to make sure we reduce our response times however you contact us.

## We need your help

Listening to our customers has helped us build the company we are today and we want to become the best we can be. Whatever experience you've had we want to hear about it. Drop us an email at: [hello@ovoenergy.com](mailto:hello@ovoenergy.com).

## Further information

Full details of the complaints procedure can be found on our website; <http://www.ovoenergy.com/contact-us/ifyou-are-unhappy/>. If you require a hard copy of our complaints process please call us on 0800 5999 440.

Ovo's complaints procedure is governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, a copy of which is available from: [www.OPSI.gov.uk](http://www.OPSI.gov.uk). Printed copies of legislation and other publications can be purchased from The Stationery Office Limited (TSO) whose contact details are below.

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<sup>1</sup> Total reward over 277 closed cases was £15,240.39, averages as £45.09 per case closed. 221 closed cases received an award; averages at £68.96 per case where a reward is required.