

## Quarterly Performance

Complaints received	Received per 100K customer accounts	Complaints resolved	Resolved per 100K customer accounts	% resolved same or next working day	% resolved within 8 weeks
Q3 2015 5433	579	5007	534	69%	99%

### SMART 14%

Demand for Smart meters has continued to grow during Q3, and we have ramped up our install capacity in order to meet this. We have also reviewed the full customer journey in order to make improvements based on customer feedback. We started working on the implementation of this in Q3 and it will continue through to the end of 2015 and beyond.

In terms of understanding how we rate on our Smart service, we implemented a real time feedback system, called Rant and Rave. This allows customers to comment following their Smart meter installation, and has been very successful. Currently, over 80% of customers rate us as a 9 or 10 out of 10 and our NPS stands at 73.

We continue to see some challenges around engineer availability, and review our installation capacity on a regular basis to ensure we meet our customers expectations. We have also made changes to our contact strategy so we send out fewer communications in areas where we have limited availability. Along with managing timescales with our third party engineers, we're confident that this more pragmatic approach will reduce complaints moving forwards.

### Transfers 12%

In Q3 we've improve some issues that were causing contact from customers in Q2, such as switching customers with IGT's (Independent Gas Transporters). The average switch time for these customers is now under 30 days which is an improvement from the beginning of 2015, however we recognise there is still work to be done in this area.

We also rolled out the automation of switch withdrawals in this quarter, which made it far easier for us to cancel a customer's switch if they wanted us to. This in turn reduced the number of erroneous transfers that we had to raise; these can take a long time to complete so this is a big improvement to the customer experience overall.

### PAYG 9%

We're constantly working hard to provide the fairest deal on the market for customers with PAYG meters as well as the best technology. We are working on the automation of a number of processes that have caused complaints in Q3 - such as making sure that our customers' meters are in the correct mode to function with our website and app, and also the distribution

of top up keys and cards for those customers who don't use the online platform. We've made great steps forwards with both of these processes and hope to see a reduction in complaints off the back of their automation.

## Billing 9%

We are in the process of integrating a new billing platform to give our customers a better end to end experience. In Q3 we experienced some issues with this project which drove some contact from our customers.

This quarter we also focused on streamlining some processes in the team and reducing the volume of outstanding queries in order to better support the call centre.

We're also currently training our customer service advisors on some core billing processes so that we can help our customers with their billing queries even faster when they contact us in future.

## Metering 5%

By Q3 our metering ticket queue had reduced by 23% from the start of 2015. This has massively reduced the time it takes for us to reactivate a customer's billing cycle following a meter exchange.

Despite the ramp up in volume of Smart meter exchanges, we're pleased to say that 80% of these changes are now going through our system automatically. In Q3 we successfully finished testing the same process for non-Smart meters, and are aiming to have this process fully implemented by the end of the year. This will significantly reduce the overall timescale for a meter exchange which will reduce complaints.