

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 2012 we've seen almost a 40% increase in our customer numbers and we're really proud that the changes we have made and the service we are offering has resulted in under 1 complaint per 1000 customers, compared to just over 1 complaint per 1000 customers last year.

We think it's important to hold our hands up when we've done something wrong and we've acknowledged all complaints received 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 2012 and 30th September 2013:

- We received 2,334 complaints that couldn't be resolved by the end of the following working day.

We know the main areas for complaints relate to:

- The Direct Debits reviews we carry out
- Our refund process
- And the estimated readings used on statements

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 your complaints. Over the past twelve months:

- We've changed the logic behind our Direct Debit reviews to make it clearer and easier to understand
- We've reduced the time it takes for a refund to reach you from 8-10 working days to 5-6 working days
- The Ovo App has been launched so it's now even easier to check on your account or submit meter readings on the go
- Our contact center hours have changed; we're now here to help you in the evenings and on Saturdays
- Some really important improvements have been made to our online account system it's now:
 - Faster
 - Easier to renew your contract online
 - Simpler to use
 - Easy to make card payments
 - Change your preferences for statements, reading reminders and much more

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 know Direct Debit reviews continue to be the highest cause of complaints; we will continue to carry out regular reviews. These are always done with the best interests of our customers in mind and they work both ways; using your regular meter readings our aim is to ensure you are not paying too much or too little for your usage and the really great news is that we still pay 3% per annum interest on all credit balances. We also offer a flexible direct debit which means you just pay for what you use; by simply setting a minimum and maximum monthly payment amount you'll be keeping your account in credit and avoid a direct debit review.

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.

- 99.6% 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 2012 and September 2013, only 44 complaints were referred to us from the Energy Ombudsman.
- 37 of those cases are now closed with less than half requiring a financial reward.
- 15 cases resulted in a financial award totaling £915¹.

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 0.8 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.

Further information

Full details of the complaints procedure can be found on our website; <http://www.ovoenergy.com/contact-us/if-you-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. 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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¹ Total reward over 37 closed cases was £915, averages as £24.37 per case closed. 15 closed cases received an award; averages at £61 per case where a reward is required.