

Please note that, since being published, the data used to compile this report has been subject to an internal review which determined that it does not accurately reflect the definition of a complaint set out in The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. Please be assured that this has not affected our handling of complaints and is purely a data reporting error.

## OVO Quarterly Performance Report (2015 Q4)

| Complaints Received | Received per 100k customer accounts | Complaints Resolved | Resolved per 100k customer accounts | % Resolved same or next working day | % Resolved within 8 weeks |
|---------------------|-------------------------------------|---------------------|-------------------------------------|-------------------------------------|---------------------------|
| 1800                | 164.4                               | 1739                | 158.9                               | 58%                                 | 99%                       |

### Pay As You Go 18%

PAYG is currently the fastest-growing part of our business, and we're committed to providing the smoothest possible experience for all of our new customers.

We've been cross-training our Pay Monthly team in order to provide more support, as well as training brand new agents for this department.

In 2016 we will be giving PAYG customers the ability to pick up gas cards from their local Pay Point, which will reduce the number of emergency meter exchanges and wind-ons necessary.

We've been working with our Meter Operators to ensure that all PAYG customers in emergency situations are reached by an engineer within 4 hours, and that vulnerable customers are given high priority.

### Smart 14%

Despite a high demand for smart meter installation, Smart complaints fell by over 20% from Q3 to Q4. This is a result of the increased efficiency of our billing processes, and improvements to the ways in which our customers' smart meter queries are addressed.

Complaints or complex queries regarding smart meters and their installation are now dealt with by trained smart meter specialists, which ensures a higher standard of service for these customers.

As part of our smart meter roll-out, a growing number of OVO Energy customers have been offered access to our PAYG+ online payment systems, with 90% of PAYG+ customers giving the installation process a rating of 9/10 or 10/10\*.

We continue to experience challenges with engineer availability, and we're careful to balance our resources between meter installation and the provision of ongoing services for live smart customers. We have hired and developed our own OVO-branded engineers (known as 'Field Force') in order to help us with this, and plan to expand this team in 2016.

\* based on 1014 survey responses in Q4

### Billing 9%

With a significant increase in customer numbers in 2015, we're pleased that our percentage of complaints related to billing has remained stable.

While planning for the full integration of a new billing platform in 2016, we've been improving the performance of our current billing processes to provide our customers with a constantly-improving end-to-end experience.

A large number of OVO's back-office staff have been cross-trained on how to use our billing systems, which has reduced the amount of time we take to resolve customer issues in this area. Our customer service advisors have also been trained on many of our core billing processes in order to provide solutions for customers at the first point of contact.

### Debt Management 7%

As debt balances typically grow during the colder months, we expected an increase in complaints related to debt management in Q4. Throughout the year we have reviewed the Direct Debits of customers with low account credit and suggested higher monthly payments to avoid the possibility of falling behind.

Launched in Q4, OVO now has a team of experienced and highly-skilled Vulnerability Specialists, to support customers at risk of fuel poverty or falling into arrears. This was coupled with the creation of several partnerships and energy advice tools used on a daily basis to assist with income maximisation, grant applications, debt advice, and energy efficiency advice, as well as other services tailored to specific needs.

We are confident that our proactive approach to vulnerability will help us to reduce our number of complaints regarding Debt Management throughout 2016, and provide a more tailored service for customers in difficult situations.

### Terms and conditions 4%

The majority of our complaints regarding Terms and Conditions related to the Warm Home Discount. As this is the first year OVO Energy has been eligible to provide this

discount, we expected some complaints: however, we're working on our processes and eligibility criteria to continue improvements in this area in time for next year.

During Q4, 29,330 customers applied for the Warm Home Discount and early indications suggest around 40% were accepted.