

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 (2016 Q1)

Complaints Received	Received per 100k customer accounts	Complaints Resolved	Resolved per 100k customer accounts	% Resolved same or next working day	% Resolved within 8 weeks
1797	146.3	1684	137.1	34%	95%

### Smart, Metering and Siteworks 17%

We have recently created a new department specifically to deal with Smart, Metering and Siteworks processes that need improvement and automation to allow us to better serve our customers. As part of this we are investing time in ensuring that our 'Smart meter exchange Automation' tool to update customer accounts following the installation of their Smart meters is as effective as possible. This should increase substantially the number of SMART updates that are done in good time and up to date statements will be issued to customers much sooner.

We are also conducting a wider piece of work into how we can move to a more proactive approach and ensure that customer aren't waiting for statements after a meter exchange has happened in their property. As part of this, we are looking at focusing our resource at the front end of issue areas while automating anything that can be to ensure the process is much smoother. This includes us looking at how better to receive all information, from our meter operators, needed to update customer accounts in a timely fashion.

### Onboarding 9%

We have seen an increase in erroneous transfers being raised, this was due to a number of fraudulent accounts being signed up via our refer a friend scheme. Our refer a friend team, Mention Me, has changed the criteria around their sign ups and we should now see less fraudulent sign ups going forward. Mention Me and our erroneous transfers team are working together to spot any additional trends to ensure we don't see this again.

Other areas of increase that we have seen include cancellation queries. Our process for when a customer cancels their sign up to us is working and we are seeing a high success rate. However, some of these cancellations requests have come after the sign up has

completed its 'cool off' period and we have been unable to action these requests. To combat this, we are making sure that My OVO clearly shows the date until which a customer can cancel with us.

Finally we are also working on a review of our onboarding communications that are sent out to new customers to make sure that the information that we are sending to out is clear and informative.

### Billing 7%

We have a project set up to improve our billing processes in Quarter 3 and we expect this to reduce the amount of dissatisfaction we see. With regards to SMART meter billing, we are currently billing 97% of our smart customer to accurate readings received from the meter. However we are aware of an issue with end of contract billing, our team have been working hard to find a manual workaround and this is now in place in order to reduce those impacted until a full systems fix can be put into place.

Alongside this we are currently looking at our interest rewards with our finance team and are working hard to ensure this is correct on all customer accounts in Quarter 3.

### Debt Management 9%

We have recently had a small change to our debt management communications and have had feedback from these. Our letters are more direct and explain the timescales on when we require payment for debt. This is has been part of a review of our collections strategy to ensure that all customers are contributing towards their debt and also so we are able to fully assist any customers who are experiencing difficulties with paying by providing support from our Vulnerability Team.

We have recently updated our direct debit review tool and we are now taking a more proactive approaching to help customers avoid getting into debt. Alongside this with our smart meter roll out, we are ensuring that all of our customers have a better understanding of the energy they are using and how to manage their consumption to avoid debt situations in the future.