

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 Q2)

Complaints Received	Received per 100k customer accounts	Complaints Resolved	Resolved per 100k customer accounts	% Resolved in same or next working day	% Resolved in 8 weeks
1418	112	1387	110	30%	97%

Smart, Metering and Siteworks 21%

Increased interest in SMART meter installation has been a main driver for complaints in the last quarter; specifically regarding engineer availability and our customer communications during the meter exchange process. Training additional engineers is an ongoing high priority for us; working on new contracts with multiple providers to gain additional appointment coverage. We're also reviewing our end-to-end communications journey to avoid unnecessary aborted appointments and provide our customers with more information about the work being completed and what to expect.

Debt Management 17%

Feedback from customers this quarter has shown us that our debt management communications aren't as clear as they should be. We've already made some changes but further reviews are in progress. We want to make sure that we are providing our customers with the right information; not only for when they are in debt, but for when they just need more support if they're struggling to pay.

Billing 14%

We have worked hard to rectify the key root causes that have led to billing complaints this quarter. In particular, the communications and processes surrounding the way we bill when a customer has a meter exchange at their property are now much clearer. The processes and communications for customers who are leaving OVO, and for those who are moving in and out of rented accommodation, have also been improved.

Onboarding 12%

We have been working hard on our onboarding process over the last few months. Our main aim is to make it much easier for our customers to understand where exactly they are in the process and what happens next. We have been working on any of our independent gas supplies to ensure these follow the same process as all other gas supplies and explain to customers why it might take slightly longer for them to come on

supply. As well as this, our product team have also been working on our My OVO app to ensure that there is an easy step by step guide that shows our customers exactly where they are in the process of coming on supply with OVO.