

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 Q3)

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
1005	79	927	73	33%	97%

Debt Management 15%

We're now in a better position to offer customers the right support and advice if they're having difficulties with their energy bills. We've achieved this by rearranging our staff teams so our debt management team now works within customer services, bringing our focus back onto our customers. This has given us closer links to the Citizens Advice and complaints services, and improved our access to services for vulnerable customers.

We've updated our communications to customers who've fallen into debt. Our emails and letters are clearer and more straightforward, and this has reduced the number of complaints.

Billing 14%

Our customers are very engaged with their OVO accounts, so they spot any drop in our service standards right away – and billing is an area that's easily affected by other work on a customer's account. Our operations and tech teams are constantly focused on identifying areas where we could do better and introducing improvements to our billing processes.

As the smart rollout continues, and we're upgrading more and more customers to the new technology, we're automating the process as much as possible, to maintain our billing service standards.

Smart 11%

As a frontrunner in the smart meter rollout, we're continually learning how this can affect our service. As the number of OVO smart customers rises, we're maintaining close relationships with the third parties working with us on this project. We're also recruiting more field force engineers, and using more third party engineers, to meet our commitment to smart installation appointments.

We've introduced a new system that gives us a direct link to engineers. It also allows us to see real-time appointment availability and check how many appointments have been successful or failed (and why). We actively ask customers for feedback after their installation. If they identify any reasons for dissatisfaction we pass these onto the engineers to help us improve our service.

Metering and Siteworks 11%

As the energy market changes, and customers switch providers more often, we're seeing more issues during the switching process. We're focusing on improving the quality of industry data, and we now have a dedicated team working on this within our operations department.

We also have a specialised customer service team dealing directly with customers affected by industry issues. Our advisors explain the problem and do their best to put things right straight away. It's likely to take longer if multiple suppliers are involved, but we're working with other providers to create processes to speed this up.

if we're sending out an engineer to do routine maintenance or sort out an emergency, we try to arrange for them to install a new smart meter at the same time. That way we make efficient use of our engineers' time and our automated processes.