

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 Q4)

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
971	78	879	71	36%	96%

Siteworks and metering: 13% of complaints

We're ironing out processes to make sure customers who have experienced missed appointments are paid the amount they're due in the correct timescales. We're training more specialised Customer Service Advisors to deal with customers who are affected by more complex industry issues, so they can provide better explanations about what's happened and why. We are also working hard to provide customers with the correct timescales for when these issues will be resolved.

Customer service: 13% of complaints

Customer service is something we pride ourselves on at OVO. We work hard to make sure we get things right for our customers. We actively ask our customers for feedback on their interactions with many parts of our business and we continue listen to this and use it to improve our services.

Debt management: 11% of complaints

We're continuing to re-arrange our teams in order to provide our most vulnerable customers with the support they need. We're making sure our teams are fully trained in order to provide the best support to our customers as well as checking all our debt collection processes to make sure they are suited to our customers and the business.

Billing: 11% of complaints

We're continuing to look into automating our meter exchange process to make sure that customers are receiving correct and up-to-date bills quickly, once their meter exchange has been completed. Our operations and tech teams are always focusing on identifying areas in which we could do better and making improvements to our billing processes.

Issues with a third party: 9% of complaints

As we continue to push the rollout of Smart meters, we're strengthening our relationships with our third parties. We're continually asking our customers for feedback

on our engineers and using this to improve the service OVO Energy and the engineers deliver. We're also developing one of our newest systems, which gives us a direct link with our engineers. It lets us see their availability for appointments in real-time, so we can provide customers with this info. We can also see if any appointments haven't gone ahead, why this is and how often this is happening.