

*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.*

## **Annual complaints report - OVO Energy 2017**

### **Complaint handling**

At OVO energy, great customer service is at the heart of everything we do, but we know things can go wrong at times. Mistakes can happen and when they do we will do everything we can to get them fixed for our customers. To let our customers know how we are doing with complaints we publish our complaint figures on a quarterly basis on our website. We let our customers know how many complaints were received and resolved that quarter, including how many we were able to resolve within one day of them being raised.

### **How fast have we handled complaints?**

We are keen to get issues resolved for our customers as soon as we know about them. However, sometimes things may take a little more time if an investigation is needed to get it exactly right for our customers. Between 1st January 2017 and 31st December 2017 we received 3984 complaints. 48.7% of these complaints were resolved within the first day of the customer raising it to our complaints team, the rest took a little bit longer to resolve.

The three main areas of the business we have seen complaints being raised has been;

- Billing
- Debt Management
- Customer Service

### **What have we done about this?**

We are keen to keep OVO energy improving and providing the best customer service we can, so here is an idea of what we have been doing over the last 12 months to improve the service provided to our customers:

- We've continued to invest time into our training. Ensuring our customer service agents are ready to help both our OVO and Boost customers with their queries
- We have continued to develop our OVO and Boost forums, to ensure that, even when we aren't here to take calls, our customers can help each other out.
- On top of this we have continued working on ongoing improvements to the systems our front line agents use. Aiming to ensure that they have all

the tools they need to help our customers as quickly and efficiently as possible.

### **Helping you manage your account**

We love to hear from our customers to offer them advice when they need it. However, we know giving us a call isn't always convenient for busy lives. We have invested a lot of time in our social media team; to ensure that we can keep up with our customers queries on Facebook, Twitter and even Instagram 7 days a week. Further to this we have built and launched two brand new forums to provide customers with the answers to their questions directly from other customers supplied by OVO or Boost.

We understand that billing issues are what our customers have found most difficult when dealing with us in 2017 and we have focused on building a process within our billing system that alerts us to potential cases where the bill created is incorrect. Alongside this we've put together a dedicated team to work on these alerts to identify why the bill might be incorrect and get it fixed as quickly as we can.

### **Putting things right**

- Though we aim to resolve all complaints ourselves, there are times when a resolution can't be reached and the Energy Ombudsman is there to ensure we're acting in the best interest of our customers.
- Between January 1st 2017 and December 31st 2017, 437 complaints were referred to us from the Energy Ombudsman.
- 409 of those cases are now closed resulting in a financial award totalling £26,492.28, meaning an average of £65.00 per complaint awarded.

### **We need your help**

Listening to our customers feedback has helped us become the company we are today and we want to strive to be the best we can be. Whatever experience our customers have had, we want to hear about it. If you want to get in touch, just drop us an email at [hello@ovoenergy.com](mailto:hello@ovoenergy.com).

### **Further information**

Full details of the OVO complaints procedure can be found on our website: <https://www.ovoenergy.com/help/feedback>. If you require a hard copy of our complaints process, please call us on 0800 5999 440.

OVO's complaints procedure is governed by The Gas and Electricity Consumer Complaints Handling Standards Regulations 2008, a copy of which is available from [www.OPSI.gov.uk](http://www.OPSI.gov.uk).

Printed copies of legislation and other publications can be purchased from The Stationery Office Limited (TSO) whose contact details are below:

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