

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 (2017 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
982	79	884	71	40	89

Billing: 19% of complaints

With all of the meters we have been installing, we have a lot of exchanges to process in our billing team. There have been some delays here but we now have a specialised team working on just processing these exchanges quickly for our customers. We have increased the team's size more recently and they are working hard to ensure we get these updates turned around quickly for our customers. We are also working on improving the speed in which we get our final pay monthly bills out to our customers so they know their account is closed down with OVO in a suitable time frame,

Debt Management: 14% of complaints

We've been working on getting in touch with more of our customers to ensure their direct debits are set up which has in turn caused more customers to call us back. It's important to us to ensure that our customers don't fall into debt so we have been actively reviewing our customers direct debits to ensure they don't accrue a debt as we move back into winter. We have recruited into our collections team to ensure that we are ready for our customers calls and are continuing to review our processes to make sure these are the best fit for our customers.

Customer Service: 10% of complaints

It's been a busy quarter in OVO energy customer services, this has been down to some unforeseen attrition meaning we are working hard on getting our new team members up to speed ready to take our customers phone calls. Alongside this, we are still working on cross training our teams on pay monthly and pay as you go accounts to ensure we can serve our customers quickly and efficiently. Finally we are bringing in a new role to our customer service team dedicated to bringing more technical knowledge into the call centre to ensure we can answer our customers questions straight away.

Site Support: 9% of complaints

While we continue to push ahead with our smart meter roll out, we recognise the importance of continually working with our installers to ensure that we are providing the best experience for our customers. Most recently, we've created a monthly key performance indicator pack, where we are monitoring a variety of measures against our installers. We are now reporting on the number of appointments that they are late for or have missed against every 100 of their installs as well as the percentage of aborts and the reasons for the aborts. As well as this, our newly appointed Change Improvement team within our Operations department, are focussed on ensuring that all processes are up to date, efficient and provide our customers with the right information as quickly as possible.

Issues with a third party: 8% of complaints

As we continue to install smart meters into our customer's properties we are continuing our focus on smart meter safety as well as installers following correct processes. When things don't quite go to plan we have a dedicated complaints team and process to ensure we are in touch with our customers straight away and are able to resolve the issues going on. With regards to availability for our smart meters, we are making sure that whenever we have cancellations, we are providing these to other customers in the local areas to get their smart meter into their home for them sooner.