

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 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
1018	75	988	73	58%	96%

Debt Management 21%

There are lots of reasons why our customers could potentially fall into debt and struggle to pay it back. This quarter we've worked on a new policy within our collections team to ensure our customers voices are always heard; truly striving for a fair outcome for all. Agents have had their performance metrics changed to ensure that their focus is always on supporting the customer and taking the time required to discuss all aspects of the customer's financial situation; signposting additional support functions available to us for particularly vulnerable customers. We are continuing to seek out improvements in this area but initial customer satisfaction surveys have confirmed that the changes made so far have been a great success.

Billing 17%

This quarter the billing team have worked hard to ensure that we are get customer bills out accurately and on time. We are constantly reviewing our billing processes and alerts to correctly identify bills that aren't quite right; getting this fixed for the customer quickly and efficiently. The billing team continue to work closely with the Customer Services teams to ensure that all customer questions about their bills can be answered quickly and with ease; training first line agents to amend incorrect bills at first point of contact.

Direct Debits & Refunds 9%

Over the summer we ran a Direct Debit campaign aimed at ensuring that all customer direct debits were where they needed to be. We wanted to make sure that no one fell into debt unnecessarily over the winter period. Our communications were tailored to give a full explanation of the change and why we felt it was needed; giving the customer the chance to contact us to discuss it before any changes were made. We also updated our My OVO direct debit page

to explain the direct debit review process to customers who happen to log in online. Any customer that required a large increase was contacted personally to discuss whether it was affordable; offering further support and signposting external services if necessary.

Customer Service 8%

We've continued to train all of our customer services and technical second line agents throughout the year to ensure they are providing our customers with the best service possible. Recently this training has gone into more detail around customer vulnerability; teaching our customer service agents to identify any potential vulnerability at a property to ensure that we are providing all of the relevant support. Alongside this, our technical teams are always kept up to date with any industry changes to ensure that, if something isn't quite right on a customer's account, they can get it fixed quickly and back up and running like normal.

SMART 7%

We continually work with our installers to improve the SMART installation experience; specifically looking at the experience the customers receive when the engineers visit their homes. This includes tone of voice, identifying vulnerability and providing energy efficiency advice. Alongside this, when things don't go quite right, we have worked on improving our feedback and complaints process. We're working to ensure a smoother journey for customers when things go wrong; working with our technical team to get things back to normal. They continue to work closely with our meter manufacturer to better support our front line teams when you need their help. Finally, we are working on some targeted engineer recruitment to provide more availability in areas where we supply more customers. The aim is to provide more consistent engineer availability where it's needed most.