

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 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
1011	69	896	61	55%	96%

Billing 14%

The billing team have had a focus on their validations process this quarter - a process within our billing system that alerts us to potential cases where the bill created is incorrect. There's now a dedicated team allocated to work these alerts. Their job is to identify why the bill is incorrect and rectify it with the customer; flagging any technical issues back into the business. The parameters for these alerts are always being reviewed to ensure that the correct accounts are being highlighted; ensuring that the team are only working on the true issue cases. Never holding up an accurate bill that doesn't need to be checked.

Debt Management 13%

We've reviewed, and will continue to review, the tools used by our Collections Team to ensure a compliant and consistent approach to customers suffering from financial hardship. We're listening to customer feedback to re-shape the collections journey by sending more tailored communications based on customer profiling. We have also implemented an improved way of flagging detrimental customer situations to ensure we're doing everything we can to support them. We're reviewing our recoveries process to ensure the application for warrants is an absolute last resort; only used to re-engage with customers who have large outstanding balances.

Siteworks 10%

The main focus for the Siteworks team this quarter is automation. The booking platform we use has been improved to reduce the risk of booking errors which lead to missed appointments. We now also have the ability to manage our

emergency appointment availability through this system, allowing us to support our customers more effectively in any situation where a short notice appointment is required. We continue to work with our 3rd party installers, looking for ways to improve performance. A new process has been launched recently to better utilise the data we receive following failed appointments from our traditional appointments, constantly looking for ways to reduce the number of instances where appointments don't go ahead.

Customer Service 9%

Maintaining a high level of customer service is always a continued focus for us; empowering our agents to resolve issues at first point of contact. We work to ensure all of our agents are trained and engaged on all changes within the business so when our customers call, our agents can help. Our Training, Quality and Change Improvement teams are all focused on identifying and implementing improvements within Customer Services to provide the best service possible to our customers.

SMART 9%

Throughout 2017, we have refined our complaints process with regards to field operations. Comprehensive investigations are carried out on any identified installation issue; using the outcomes identified to enhance the knowledge of both our own and third party engineers. We've also worked proactively with both Electricity and Gas Distribution companies to further upskill our engineer base; the plan is to continue this work through 2018. In order to meet the demand for Smart meter installs we are increasing our engineer number across the UK in order to ensure we can provide sufficient appointment availability for our growing customer base. A specialist team will begin working in 2018 with the sole focus of actively contacting customers who leave us bad feedback following an appointment. Obtaining feedback from the customer to help us identify any required improvements for the customer journey.