

OVO Quarterly Performance Report (2018 Q1)

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
11,074	687	9613	597	89%	99%

Customer Service - 19 %

We're keen to give our customers the best service possible, but we understand that sometimes we may fall short of our own expectations. Over the winter, we've focused on ensuring that our customers can get hold of us in a number of different ways – but more importantly, speak to us or hear back from us quickly. We're proud to provide customers with a number of different ways to get in touch; by phone or by email, by sending us a message on Facebook or even by a tweet on Twitter. On top of this, we've put time into training our specialist teams on more in-depth industry issues, meaning when there is an issue that needs more explanation, we have thoroughly trained agents, ready and waiting to help the customers getting in touch.

Billing - 16%

We're focusing on ensuring that customers who have had a meter exchange are billed as quickly as possible. As soon as we have all the information from our third parties, we want to get an up-to-date bill out to the customer. Sometimes there can be delays in obtaining this information, which in turn causes a delay to the bill. This isn't the service we want to provide, so we're constantly reviewing and providing support to our billing teams to ensure they're able to keep on top. We continue to have our billing teams work closely with our customer service teams to ensure that the advice provided to our customers over the phone is completely up to date and any straightforward delays can be resolved there and then.

PAYG - 14%

Winter has been much longer than expected and with the colder temperatures extending into March, we saw more customers topping up more often than usual during the winter season. We ensured that we were here to provide support and advice over the phone throughout the winter months, both from OVO HQ and our out-of-hours service. Alongside this, we continue to use our customer support team for any customers who need some more tailored help and advice throughout the colder months.

3rd Party - 10%

It's important to us to ensure that if you have work booked with us, we arrive when you expect us to and do the work required. We know sometimes we fall short on this, so we've taken a good look at our coverage this quarter. With smart installations,

maintenance work and meter reading collection, it's important to ensure that we have the right people in the right areas. We've recently begun working with a new meter reading provider to ensure that we can get out to our customers' properties to take readings when they need us to and are currently working on new coverage for any maintenance jobs for customers without smart meters.

Smart - 10%

To continue supporting the smart roll-out, we've employed a specialist team who began work this quarter, focusing on actively contacting customers who have provided us with feedback following an appointment. This is helping us identify the areas that our engineers may need more training in and ensure they're giving out the right information when visiting customers' homes. On top of this, it allows us to get back in touch with customers much quicker when they're telling us something is not quite right.

