

OVO Quarterly Performance Report (2018 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
14776	914	14308	885	89%	99%

Billing - 16 %

We want to make sure our bills are accurate and sent promptly, so we've been working through any issues that may arise and cause delays to our customers receiving their bills on time. Sometimes though, whilst waiting on getting all the right information together, there can be an unexpected delay. So we're working hard to ensure the communication that accompanies the bill clearly explains what the issue/delay was and how we have ensured it is fixed going forward.

Customer Service - 15 %

It's important to keep our customer service advisors up to date with the things that our customers are calling about. By using customers' feedback, we highlight areas throughout the year that we've identified as needing work. Each quarter, we run a number of different training sessions to recap and refresh on knowledge. This allows our advisors to keep this information at the forefront of their minds and ensure that they're able to help our customers much more efficiently.

PAYG - 10%

In order to provide better support, we have shifted the hours of non-disconnect for our pay as you go (PAYG) customers. PAYG meters would be protected from a disconnection between the hours of 8am-8pm, however, we've extended this time period to 4pm-10am. This means we're here to support any customers who have any issues with disconnection or top-ups as the non-disconnect period starts and ends. Further to this, we've been working on our PAYG+ app to ensure greater stability and reliability for our customers.

Smart 9%

At OVO Energy, we're invested in offering all our customers smart meters. By putting them in control of their energy use, we're enabling the adoption of energy efficiency measures that can help save money on their energy bills. We offer this service nationally for both our Pay Monthly and PAYG customers and work hard on providing the best possible installation service. We're constantly evaluating and improving our SMART experience, ensuring we improve this experience every time we visit a customer's home.

