

OVO Quarterly Performance Report (2018 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
13,119	803	12,728	779	90%	99%

Billing - 18%

It's important to give our customers their bills in a timely manner, so we've recently restructured our billing teams to make sure we have the right number of staff, and to improve processes to avoid repeated billing issues. We have a team dedicated to the improvement of our billing processes to ensure we're focussed on giving accurate, on-time bills to our customers each month.

Customer Service - 16%

We understand that we don't always get things right and we value the feedback our customers give us. We have a dedicated group of customer service agents looking at this feedback and getting in touch with our customers when we can see there is more we can do to help. We're always analysing feedback and feeding this back into the rest of the business to continue to drive improvements.

PAYG - 10%

We want to make sure that customers aren't struggling through the winter this year, so have recently launched our Winter Wallet. This allows our customers to add a little bit more to their top up now, to save towards their target for winter. Alongside this, we've also worked on our top up and energy use breakdowns to make them even clearer for our customers.

Smart 9%

We've recently created a new team that focus on getting appointments rebooked if they've failed for any reason. We aim to contact customers whose appointments haven't gone ahead as quickly as possible to agree a future date for us to return and fit their smart meter. We've also signed new contracts with an engineering company to help get out to customers who are eagerly awaiting a smart meter quicker.

Direct Debits - 7%

We've created a new Direct Debit review communication for customers whose Direct Debit amount needs to increase. This is much better at explaining why the customer's Direct Debit amount needs to be higher. We've also given more information about how we calculate their new recommended amount.