

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 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
973	79	944	77	49%	96%

Billing: 17% of complaints

We are continuing to look into improving our monthly billing processes and ensure that bills are reaching our customers on time and, most importantly, correctly. We are also working on our internal and external processes to ensure that customers are receiving bills quickly once their meter exchange has been completed; something that is increasingly important as a result of the SMART meter roll-out.

Customer service: 15% of complaints

Good customer service is something we pride ourselves on at OVO and we value our customers feedback. We work hard to make sure that we get things right for our customers. However, when it doesn't go that way, feedback from our customers is very valuable in order to help us improve. We regularly seek feedback after our calls and emails with customers as well as asking any customers with a closed complaint how things went and what we could do better.

Terms & Conditions: 11% of complaints

We saw an unprecedented amount of customers apply for the warm home discount scheme last year, so many in fact that we had to close applications just 7 weeks after the first registration. We know that many people were disappointed as they were not able to register in time and potentially missed out on the payment. We have looked into the process from last year and will be ensuring that we are communicating quickly and effectively to all of the customers interested in the warm home discount payment this year.

Site Support: 10% of complaints

We are working hard to provide customers with the correct timescales for appointments for getting their meter exchanged when something isn't quite right, as well as keeping customers up to date for when these issues will be resolved on their statements. We are continuing to train a wider group of more specialised Customer Service Advisors in order to help explain some of the more complex issues that may crop up on our customers accounts.

Issues with a third party: 10% of complaints

We are regularly looking for feedback on engineers that visit our customers homes. We want to know what went well at installation appointments but we also recognise when things don't

always quite go to plan. We love hearing all types of feedback so we can improve for the next time or do more of what our customers love. As we continue with our roll out of smart meters, we keep our third parties up to date with your feedback in order to ensure our customers receive the best experience possible.