

Quarterly performance

Complaints received	Received per 100K customer accounts	Complaints resolved	Resolved per 100K customer accounts	% resolved same or next working day	% resolved within 8 weeks
Q3 2014 4,578	1204	4860	1279	75%	99%

Top 5 reasons for complaints

Transfers – 8%

No matter how hard we try, the switching process doesn't always run smoothly, so last quarter we brought about some changes to make things better for customers. These included:

- Introducing a new home movers team.
- Improving our online account system to achieve at least 99% stability.
- Giving our team access to customers' online accounts.
- Recruiting more people to work on transfers.

It definitely seems to be working, as complaints about transfers have dropped from 31% down to 8% – a reduction of 23%.

We're really pleased with this improvement, and have recruited more people to keep up the good work. There's no resting on laurels though – we know there's more we can do better, especially when it comes to making leaving us as smooth a process as possible.

Direct Debit Review – 6%

We want our customers to be in control of what they're spending – and not build up big debt balance to keep them with us when they'd rather switch. Same goes for paying too much. So to make sure everything's as it should be, we try to review Direct Debits regularly.

As our customer base has increased, so have the number of reviews we need to carry out – from 500 per week to 5000, which has caused some delays. To sort it, we're reviewing the way we contact our customers to make they stay in control of their payments, and looking for other ways to improve.

Disputes about Meter Readings – 7%

OVO's been growing fast, with 16% more customers choosing us in the third quarter of 2014. All these lovely new customers meant lots of meter readings – and some disputes when everything doesn't quite match up with what past suppliers have noted down.

To get this sorted, we've recruited more people to improve our efficiency, and reviewed the letters and emails we send new customers. Now we remind everyone to send opening meter readings in plenty of time, and explain how important meter readings are for accurate



statements. We've also introduced a touch-tone meter reading service to help customers give those vital meter readings.

Billing – 9%

Billing our customers accurately and on time has always been a top priority for us and we've made significant improvements to our processing time. We're fully committed to putting things right when they go wrong, and we've been working hard to fix some technical issues. We're currently getting in touch with impacted customers to explain and correct the issue.