

# Complaint handling

We try hard to make sure we offer our customers the best products, prices and customer service that we can. We are often praised by our customers for helping them understand and navigate a complex industry and for being transparent in our dealings with customers. We never claim to be perfect and we all know mistakes can happen, that's why if they do, we'll do everything we can to fix them.

As part of our transparency and because we believe our customers deserve to know how well we are performing in delivering customer service. We publish the number of complaints we received that could not be resolved by the end of the following working day each year, so you know how well we're doing, and rather than dress this up in some convoluted marketing speak we publish our performance in line with the OFGEM Complaint Handling Standards.

UK energy customers are increasingly finding the honest and transparent approach from Ovo to be very attractive and we've had a really busy year. Since October 2011 we've almost doubled the number of customers we supply and we're pleased to have helped so many customers through the complex switching process with relatively few complaints.

We think it's important to hold our hands up when we've done something wrong and we're very proud to say that we've acknowledged all complaints received within 24 working hours.

## How have we handled your complaints?

Due to the complex nature of the energy industry, we do receive some complaints that take longer than we would like to resolve.

- Between 1st October 2011 and 30th September 2012 we received 1447 complaints that couldn't be resolved by the end of the following day.
- 85% of these complaints were resolved within 5 working days.

Although we do aim to resolve all complaints ourselves, there are times when a resolution can't be reached and the Energy Ombudsman are there to ensure we are acting in the best interest of our customers to resolve complaints.

- Between October 2011 and September 2012, only 43 complaints were referred to us from the Energy Ombudsman.
- In 7 out of 21<sup>1</sup> Ombudsman complaints received, no financial award was awarded
- With the average financial award under £50<sup>2</sup>.

It's our fresh approach that has made us one of the fastest growing energy suppliers in the UK and we continue to learn from what we do well and not so well. We know that this year our complaints are higher than we'd like at just over 1 complaint per 100 customers so we're doing a lot to address the root causes and although our response times are higher than we'd like, we're working to reduce these too.

## What have we done?

We believe in treating customers fairly, working hard and keeping things simple. We use your feedback to improve our service and have made a number of improvements to address the causes of your complaints.

- We have summarised our terms and conditions highlighting the key points for our customers
- Following customer feedback we have improved our statements to make them even clearer to understand when there is a credit or debit balance
- Our customers let us know that their online account was not fast enough, this became a priority and capacity was increased speeding up service

---

<sup>1</sup> 7 out of 21 relates to cases received by the Ombudsman between 1st March 2012 and 30th September 2012

<sup>2</sup> A total of £990.78 was awarded between March and September between 21 complaints, average per complaint is £47.18

- You can now receive your statements lots of different ways - online, as a PDF attachment or by post
- We listened when customers let us know they didn't like estimated readings on their statements and introduced Statements on Demand, which allows you to receive your statement to actual meter readings only
- We improved functionality of My Ovo, including giving customers the ability to renew their contract, quickly and easily provide meter readings, make card payments, change their statement preference and a select a flexible direct debit option.

*With lots more improvements to come over the next couple of months.*

### Helping you manage your account

We're committed to making sure your account doesn't fall behind and are happy to offer advice when we can. There's a section on our website dedicated to Energy efficiency and Energy saving tips.

### We need your help

Listening to our customers has helped us build the company we are today and we want to become the best we can be. Whatever experience you've had we want to hear about it. Drop us an email at: [feedback@ovoenergy.com](mailto:feedback@ovoenergy.com).

### Further information

Full details of the complaints procedure can be found on our website; <http://www.ovoenergy.com/contact-us/if-you-are-unhappy/>. If you require a hard copy of our complaints process please call us on 0800 5999 440.

Ovo's complaints procedure is governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, a copy of which is available from: [www.OPSI.gov.uk](http://www.OPSI.gov.uk). Printed copies of legislation and other publications can be purchased from The Stationery Office Limited (TSO) whose contact details are below.

The Stationery Office Limited  
PO Box 29  
Norwich  
NR3 1GN

Phone: +44 (0)870 600 5522  
Fax: +44 (0)870 600 5533  
Email: [book.orders@tso.co.uk](mailto:book.orders@tso.co.uk)  
Web: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)