

## 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 |
|---------------------|-------------------------------------|---------------------|-------------------------------------|-------------------------------------|---------------------------|
| Q1 2014 4823        | 1781                                | 4528                | 1673                                | 70                                  | 99%                       |

## Top 5 reasons for complaints

### Transfer 15%

Sometimes the switching process doesn't run as smoothly as we'd like - it's the biggest cause of complaints. This quarter we've focused on the on-boarding process, identifying what can go wrong, improving our communications and cutting processing timescales. We're continuing to focus on this part of the customer journey throughout the next quarter too, particularly for customers supplied by Independent Gas Transporters, where we're reducing our processing time from 40 to 10 days.

### My Ovo 7%

We've made it easier for our customers to self-serve with a clear and intuitive online account system. As well as improving our customers' experience, it also cuts costs - so we can pass on these savings with cheaper plans. We're excited to now have an online account system with much-improved functionality.

### Refund process 6%

As well as the annual 3% Ovo Interest Reward we pay on all credit balances, we've improved our refund process for closed accounts. So now, when we produce a final statement, a refund is generated automatically within 1 working day.

### Winter Uplift 6%

We've always done things differently here at Ovo. Because people use more gas and electricity over the colder, darker months, we set Direct Debits higher in winter for new customers to cover this (customers who are with us long enough to build up credit don't pay extra in winter). We know this can cause confusion and it's something we're improving with our communications.

### Billing 5%

We understand how important it is to get statements right and send them out on time - from Jan-March we sent 97% of all statements within our target of 3 days. We've also launched our Pay As You Go plan, which offers customers a Smart meter to help them stay in control of their energy. And because we can see the actual readings too, we can make sure the account keeps running smoothly.