

## 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 2015 5577	1217	5543	1210	73%	96%

### SMART 11%

We continue to experience a very high on going demand for smart meters from our customers and we're passionate about developing, and rolling out the best possible technology solution. Last quarter, we experienced some teething problems with the connection to our billing system, meaning some customers didn't receive a statement following their smart meter installation. We've been working hard to fix this and have done so for over 80% of affected customers.

Although many energy companies only bill quarterly, OVO has always sought to provide our customers with monthly bills and we're sorry for the temporary interruption to this service while we continue to work through the issue.

### DD Reviews 8%

We regularly review our customer's direct debits to make sure they're paying the right monthly amount for them personally as well as the energy they're using. This quarter we've improved a number of our internal processes including how we calculate our direct debit levels. Following this, we've seen a 1% improvement on complaints relating to direct debit reviews against Q4 2014.

### Transfers 7%

Our customers are telling us that we need to make some improvements to our onboarding process. This has been a key area of focus for us this quarter and as a result, we are expecting to reduce the amount of time it takes for a new customer to sign-up and come on supply from 32 days down to 17 days. We've also been working hard to make our processes for things like opening meter reads and erroneous transfers more efficient too.

### Billing Error 6%

Last year we suffered an IT bug that meant some of our customers received incorrect bills. This meant that although the direct debit payments customers were paying were correct, some customers' credit balances ended up too high or too low. We fixed this issue and worked hard to improve our billing experience for our customers. Following this, complaints relating to billing have fallen from 10% to 6% this quarter.

### PAYG 6%

We launched the UK's first full-service [Smart PAYG+](#) energy platform this month meaning customers can now manage all elements of their energy supply, from topping up, to monitoring usage on one simple platform (app or desktop) anytime, anywhere.

In addition, we've nearly doubled the size of our Pay as you Go team and improved a number of internal processes. This has resulted in a 50% reduction in the number complaints received about Pay as you Go this quarter. It's a move in the right direction; however, we know we still have work to do to improve further.