



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
Q4 3040	1974	3045	1977	71%	99%

Top 5 reasons for complaints

Transfer 13%

This is a complex industry, and while most people have no problems when they change suppliers, sometimes things can go wrong. We think the most important thing is to keep our customers in the loop. So we've shaken up our recording and monitoring set up to help us improve our service. We're also introducing a brand new joining experience for our customers towards the end of March.

Billing 13%

Clear, accurate billing has been big news recently, and we're pleased to say that we've been given 5* for clarity and accuracy of billing. We've also increased the number of times we produce bills in a month and we're always looking for new ways to make our bills as clear and easy to understand as possible.

Refund process 10%

As well giving 3% Ovo Interest Reward to any of our customers who are in credit, we're also looking at how we give refunds. We've got a project under way to automate refunds and make the whole process much simpler for our customers.

DD review 9%

We want our customers to be in control of how much they're spending, so we've always carried out regular reviews to make sure they're not building up a large credit or debit balance. This quarter we really focused on making sure our customers knew all about our Flexible Direct Debit – so they wouldn't even need a review.

Tariff prices 9%

You might have noticed energy prices were all over the news between October and December. To help us give our customers more choice, we launched a brand new online plan with a great discount - making it even cheaper.