

## 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 2014 4786	1153	4749	1144	71%	95%

## Top 5 reasons for complaints

### Pay As You Go 12%

We introduced OVO Pay as you Go at the start of the year and since then have dropped our prices four times. We are proud to have consistently offered our customers great prices but unfortunately whilst we were launching our new prepayment offer, our service levels dropped slightly. This isn't good enough and we are focused on getting back on track as fast as possible:

- Some customers were worried about the time it took us to send their metering keys. So we've reviewed the number of days' notice before sending out new cards, and improved the replacement process for our PAYG cards.
- We're constantly keeping an eye on the way we look after vulnerable customers. We've worked closely with the agents who carry out our engineering work and meter upgrades, and created clearer processes to make sure we're serving all our customers as well as possible.
- Our technology teams are working hard to create a best-in-class online experience for our PAYG customers. With our new online platform they'll be able to see, do and understand more about their energy use.

### Smart meters 11%

We experience a very high ongoing demand for smart meters from our customers and we're passionate about developing and rolling out the best possible technology solution for them. In Q4 we unfortunately experienced some teething problems with the connection to our billing system meaning that some customers have not received a statement since their smart meter was installed.

We've fixed the issue for approximately 60% of our customers so far and are working hard to ensure all customers are receiving regular statements again as soon as possible.

### Billing 10%

Earlier this year we suffered from an IT bug that meant some of our customers who signed up between April and June weren't put on the correct unit rates for the tariff they signed up for. The issue meant that although the direct debit payments customers were paying were correct, some customers' credit balances ended up too high, and some too low. We fixed the bug and put things right quickly. We also wrote a blog on this as when we make a mistake we think it is right to hold our hands up and say sorry. You can read it [here](#)

### Direct Debit review 9%

We regularly review our customer's monthly Direct Debit to make sure they're paying the right amount for them personally as well as the amount of energy they're using. We've grown by over 200% in the past 12 months and we're working hard to make sure that as our customer base grows so do our systems and processes. Right now we're improving our reviews and the calculations they're based on, to make sure they're right for each individual customer.

### Transfers 6%

We're working hard to improve our joining experience for new customers and this quarter, complaints about transfers fell to 6%. Over 97% of all customer supplies now 'come live' on their first transfer day, and we've also cut the time it takes to transfer an independent gas supply from 84 days to 36 days.

We're still not satisfied however and are determined to improve these figures again in the next quarter!