

## 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
Q2 2014 5,147	1493	5,400	1567	80%	99%

## Top 5 reasons for complaints

### Transfer 31%

No matter how hard we try, the switching process doesn't always run smoothly, and problems during transfers are the biggest reason for complaints. The second quarter of 2014 was very busy, and we gained more than 100,000 new customers, which put a lot of pressure on our staff. That said, we're constantly trying to improve the way we transfer new customers to OVO, and we've brought in all kinds of changes, including:

- Introducing a new home movers team.
- Improving our online account system to achieve at least 99% stability.
- Giving our team access to customers' online accounts.
- Recruiting more people to work on transfers.

Our next task is to improve the way we look after customers who're leaving us.

### Service 13%

During this very busy time, our response times weren't always as fast as we'd like. So we hired lots more people to make sure we could pick up the phone and answer emails as quickly as possible. By the end of June we were back on track and answering calls in an average of 63 seconds.

We also realised we needed to improve our induction training – as well as introducing some new ad-hoc training on handling common problems. Another exciting development saw us introduce 'live feedback software' – now we can respond instantly to customers' thoughts and comments.

### Readings 11%

Accurate readings are always important, whether it's when customers join us, when they leave, or just to make sure their statements are right up to date.

We now send meter reading reminders automatically instead of letting customers choose whether to get them. We also email to confirm we've received their meter readings,

including the date and the actual numbers. And we're leading the way on Smart meters – we installed over 5,000 during this quarter, so we can now see up-to-date readings at any time for all those customers.

### Billing 9%

Billing our customers accurately and on time has always been a top priority for us and we've made significant improvements to our processing time. We've reduced the time it takes us to produce monthly statements from 3 days to just 1 day. We've also halved the number of unbilled accounts this quarter, so we're now sending at least 97% of bills on time.

### Metering 7%

We've significantly increased the amount of meter work we're completing – from roughly 300 jobs each month to more like 2,500! We've recruited a new team and set up new processes to manage these jobs. During this quarter we also introduced some automatic systems, including meter exchanges and bookings, so we believe our service will be much better from now on.