



Our Complaints Report

2019-2020

The principles that guide our Customer Service are simple: we're honest and open in all our communications; where we make a mistake, we say so and learn from it; where a customer makes a mistake, we also say so; and above all, we treat people the way we like to be treated ourselves.

We know that it is not possible to get everything right all the time – mistakes will happen, it's what you do about them that matter more. Complaints are the ultimate expression of the mistakes we make, we analyse them, act on them and learn from them. This is our 12th annual complaints report, which we produce because it guides us in improving our service. It also supports the reporting requirements set by Ofgem*, our regulator.

Our results this year

We received 6983 complaints between October 2019 and September 2020, which averages 11 complaints per 1,000 customers. Whilst this is an improvement against last year we continue to strive for further improvement and therefore ensure we use all dissatisfaction as an opportunity for learning and improvement and to work with our people on training, our processes and our systems. We recognise that we made some mistakes with our new billing engine and have used your feedback to learn from and correct our new systems and processes.

What we're doing

This year we celebrated our 25th Birthday. We are the oldest independent energy company in the UK. 2020 has been a big year of change as we finish our transition to our new billing engine. We are reviewing all of our customer journeys to ensure that we



continue to provide a great service and are working to improve our customer app and online account functionality.

What we've already done

2020 has presented everyone with very different challenges. We have reacted to these challenges by continuing to be accessible and responding to your feedback during the pandemic. We have mobilised our teams to continue to support you with a percentage of our people working compliantly from home and will continue to be proactive to ensure that we are always there to support you.

What's next

We have taken great strides forward in 2020 with our technology and new processes. We continue to evolve and improve our onboarding journey for customers who switch to us. We want to do the simple things right, ensuring your bills are accurate, our service is great and our mission continues to make Britain greener. We're excited about what all this means for our customer service in the years ahead – and expect it to bring our complaint levels back down to the levels we've been famous for.

If you'd like to read more about our complaints procedure or read our complaints code of practice, you can find this on our website, or if you'd like a hard copy just call us on **0345 555 7 100**.

* The Consumers, Estate Agents and Redress Act 2007 required the Office of Gas and Electricity Markets (Ofgem) to set new handling regulations that are binding upon regulated energy providers. The regulations came into force on 1st October 2008 and all regulated providers were required to make any necessary changes to their complaints handling at that time. Ofgem defined a complaint for this purpose (a reportable complaint) as being an expression of dissatisfaction that has not been resolved by the end of the working day following the day of receipt. A full copy of these regulations can be obtained via www.legislation.gov.uk or from The Stationery Office Limited, PO Box 29, Norwich NR3g the day of receipt.

