

Our Complaints Report

The continuing 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 aim to treat people the way we like to be treated ourselves.

We know that it's not possible to get everything right all the time – mistakes happen, it's what you do about them that matter more. Complaints are the feedback that detail any breakdowns in service we make, we analyse them, act on them and learn from them. This is our 14th annual complaints report, in line with the reporting requirements set by Ofgem*, our regulator.

Our results this year

We received 4724 complaints between October 2021 and September 2022, which averages 31.78 complaints per 1,000 customers. Whilst this is a slight improvement on the previous year, we continue to provide feedback to all areas of the business as part of our complaint handling to ensure we use all dissatisfaction as an opportunity for learning and improvement.

What we're doing

[The Vulnerability Commitment](#) was launched by Energy UK in December 2020 and we're proud to be one of the founding signatories. We pledge to support our customers facing vulnerable circumstances in any way we can.

The energy crisis has driven demand and so we're continued to focus on more training for our people across all areas of the business so that we can resolve queries raised, as quickly as possible – in many cases during first contact which helps to improve customer service and satisfaction and avoids customers having to wait for responses or updates unnecessarily.

What we've already done

Like all suppliers, the past 12 months has provided us with some significant challenges, the Energy crisis in October 2021 has meant more calls and emails than usual and with the significant challenge with recruitment, we got behind in many areas of the business. To mitigate this, we adapted our recruitment strategy and expanded our flexible working policy even further to allow us to recruit talent that was not previously available to us. This has allowed us to increase staffing and improve customer service all round - call waiting times have significantly reduced across the business, and abandonment rate is at its lowest for over 18 months.

We've continued migration of our customer accounts to a more advance billing engine (domestic 99%+ complete, business due to complete within months). We've made a major investment to move to Salesforce Energy and Utilities cloud, which will introduce best-practise customer service across many customer journeys and improve the ability for our customers to self-serve (running as a project since the Spring and due to launch before Xmas).

We have reduced the number of customers who haven't been billed for over a month by 35%. After listening to feedback from our customers, we have also improved the way we review our Fixed Direct Debits to make them fairer and more affordable, and we've put extra effort in to making sure your meter readings are used. As a result of this, roughly 97% of customers have received bills using actual meter readings in the past 12 months.

Improving our customer service is always at the heart of what we do and so we've upskilled our teams to improve 1st time resolution rates, so that customers get the right answer first time, avoiding frustration from further contact or waiting for another team to answer their query.

If you'd like to read more about our complaints procedure or read our complaints code of practice, you can find this information on our website, or if you'd like a print copy, please 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 viewed at Office of Public Sector Information (OPSI) website - <http://www.legislation.gov.uk/uksi/2008/1898/contents/made>.