

Annual Complaints reporting

In 2008 OFGEM introduced new regulations to ensure that all electricity companies had proper processes in place to record and handle complaints, and that all companies reported their complaints in a consistent manner¹.

All energy companies are also now required to publish an annual report showing the number of complaints received.

This is our fifth annual report since these new regulations took effect in 2009, and for the last three years we've maintained the lowest number of complaints per 1000 customers in the industry (we're not sure about this year – at the time of writing, we are the first and only to publish our results).

Our aim - the best possible Customer Service

Our aim at Ecotricity has always been to deliver the very best possible customer service that we can: providing the kind of service that we would like to receive ourselves.

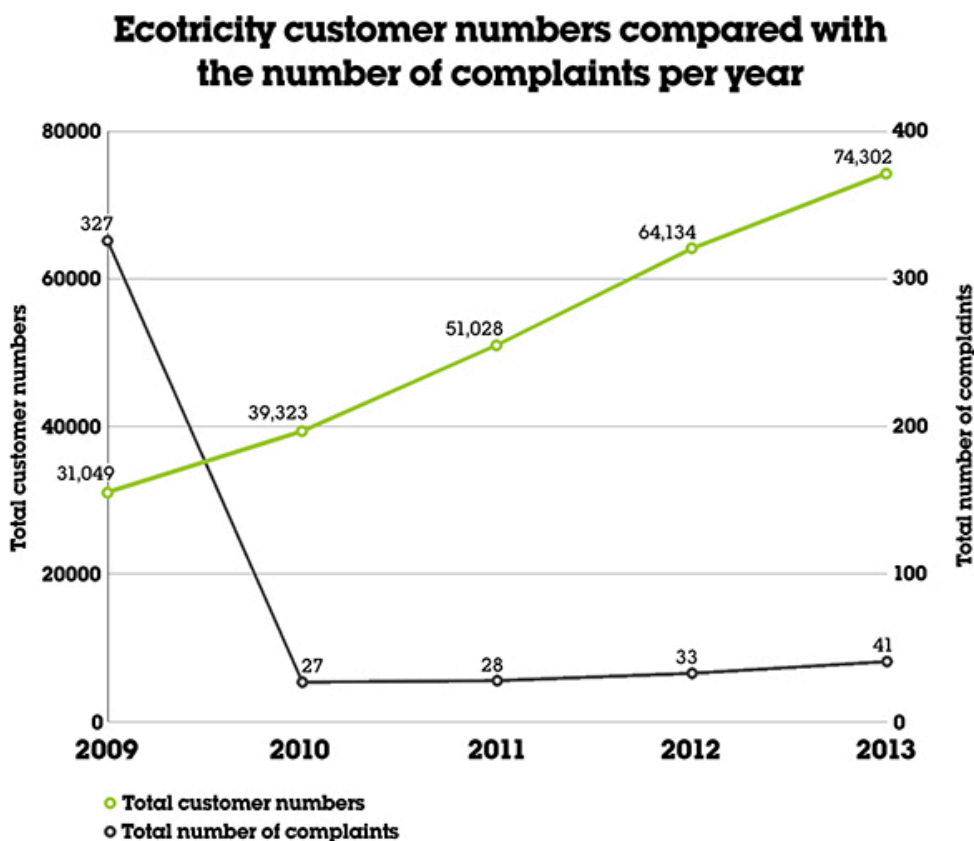
During the past few years we've evolved several key initiatives aimed at continually advancing the level of service that we provide.

We know that it is not possible to get everything right all the time, however hard we try. What is really important to us, and what we think sets us apart from other energy companies, is that when things do go wrong we put right as quickly as we can.

This is one of the reasons why consumer champion Which? rated our customer service five star in 2013.

Our results

Overall, with 41 complaints in total, our key complaints measurement stands at 0.55 complaints per 1000 customers.



¹ OFGEM defined a complaint for this purpose as being an expression of dissatisfaction that has not been resolved by the end of the working day following the day of receipt.

Ecotricity customer numbers compared with the number of complaints per year

That's an excellent result and these super low levels of complaints go some way to supporting our view that we probably have the best customer service of any energy company in Britain – bar none.

We have seen a marginal increase in customer complaints this year. And while it has been a busy year for us, with system changes and a significant increase in customers, we will do all we can to ensure we remove the causes of complaints and continue to lead the industry for our complaints levels in the future.

Find out more about [our complaints procedure](#) or read [our complaints code of practice](#). If you require a hard copy of our code of practice, please call us on 0845 555 7 100.

The Consumers, Estate Agents and Redress Act 2007 required the Office of Gas & Electricity Markets (Ofgem) to set new complaints handling regulations that are binding upon regulated energy providers. These Regulations came into legal force on 1st October 2008 and all regulated providers were required to make any necessary changes to their complaints handling arrangements by that time. A full copy of these regulations can be obtained via www.legislation.gov.uk or from The Stationery Office Limited, PO Box 29, Norwich NR3 1GN

*** total reportable complaints as defined by OFGEM which means expression of dissatisfaction that has not been resolved by the end of the working day following the day of receipt.**