

Customer Satisfaction Survey

At SSE Energy Solutions asking for feedback from our customers is a vital part of understanding how our customers feel about our products; service and organisation. It also shows our customers that we value their opinions and listen to their concerns.

We have a robust process for seeking feedback from all of our customers, month by month, which culminates in our annual survey results for the year, and which contains some very positive indicators of the high levels of customer satisfaction achieved by our engineers and other staff.

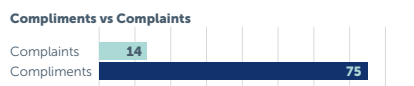
However, things can and do go wrong and when this happens, following up on customer concerns or issues is just as important to us as asking for feedback. Our Customer Charter is in place to provide our commitment to our customers that we will resolve any concerns or issues promptly and evaluate our performance to identify areas of improvement.

Our organisation is working to continuously improve our customer experience. This is ultimately driven by listening and acting upon the valuable feedback that we receive from our customers. It is also a valuable KPI which is used in our hard-won [Achilles accreditation](#) as evidence for the process of continuous business improvement driven by customer feedback.

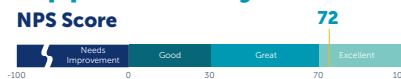


Compliments and Complaints

Of those received, compliments outweigh complaints by five to one.

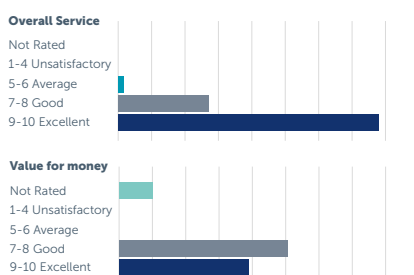


Support Survey



The overall score for the Net Promoter Score (NPS)¹ in response to the question 'Please rate, on a score of 1-10, how likely are you to recommend SSE Energy Solutions?' was 72 overall (up from 64 in 2024.)

Broken down, 75% of customers rated us as 'Promoters' This is nearly four times the number of 'Passives' and 19x the number of 'Detractors'.



"How you handle call-outs is very good"

"Overall, service is excellent. The consistency with engineers is great. We have two engineers who attend our site. Because it's consistently the same two, that is good for us as we don't have to show someone new round every visit. Your engineer knows exactly what he is doing, all the tweaks and advisements he makes are exemplary"

"I have had a very good overall experience with SSE, due to my experience SSE as a whole are very professional on and off site. SSE installed the BMS from the get go. Your commissioning engineer was amazing and he was always on hand while having tweaking issues at the beginning"

¹NPS stands for Net Promoter Score which is a metric used in customer experience programs. NPS measures the loyalty of customers to a company. NPS scores are measured with a single question survey and reported with a number from -100 to +100, a higher score is desirable.

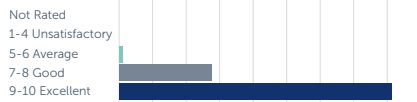


"I just wanted to email you to say how much we have appreciated the hard work from your engineer and yourself in helping us run an efficient building and keep our systems running smoothly. Since your engineer arrived on site, we have seen an amazing amount of historical issues rectified, and he also seeks to improve some systems he has actively found through his dedicated hard work.

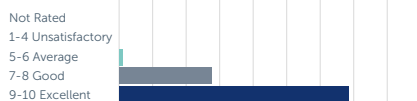
We also appreciate his reports, which are clear, concise and ever helpful to us. We look forward to his visits and his ever-endeavouring hard work.

We here on site would also like to thank yourself for your dedication to our smooth operation and always being helpful when we need it. We appreciate it."

Delivering on Promises



Communication

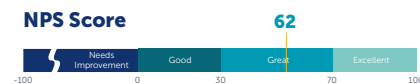


"When it comes to the upgrade, SSE will be our preferred supplier as the customer focus and service have been phenomenal and above and beyond on every visit. They have been enthusiastic and helpful, and brought innovative ideas to every solution so far, which is why they would be the preferred supplier over all other options.

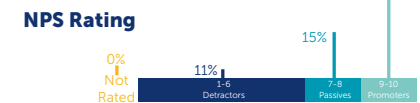
They have bought a new level of integration, and the lads on site have enjoyed SSE being there as it has been a great team effort"

Projects Survey

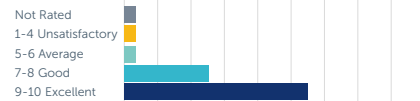
NPS Score



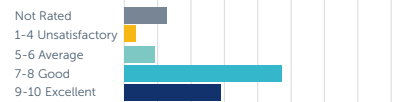
NPS Rating



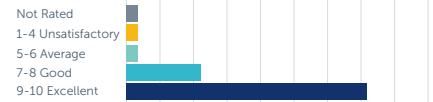
Overall Service



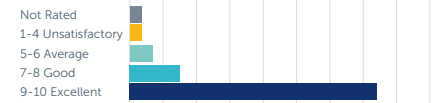
Value for Money



Delivering on Promises



Delivering on Promises



"The level of competence of your engineers is extremely high. The manner in which they conduct themselves is extremely professional and they have a high level of commitment to ensuring safety.

"Everything going well, extremely happy with the support service".

Projects

The overall NPS score was 62, (up from 54 in 2024)

Broken down, 74% of customers rated us as 'Promoters' This is nearly five times the number of 'Passives' and almost seven times the number of 'Detractors'.

"I would just like to take a moment to pass on my thanks to your BMS engineer for his efforts last week on site.

His technical knowledge and general attitude enabled a very good session of fine tuning some of the key critical controls which has greatly improved the operation of the site.

This work has eliminated some of the excessive pressure excursions the site was previously subjected to during the start-up sequencing and, fan failure scenarios and interlock functions.

This work is expected to increase the life of the site's building fabric, enhance the HVAC system performance and increase system reliability.

I feel that without your engineer's expertise and intricate working knowledge of our system on hand, we would not have been able to effectively remove these system issues and realise the improvements"

