

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.

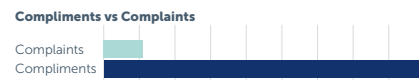
However, things can and do go wrong and when this happens, following up on customer concerns or issues is just as important to us as asking for feedback. Our Customer Charter is in place to provide our commitment to our customers that we will resolve any concerns or issues promptly and evaluate our performance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

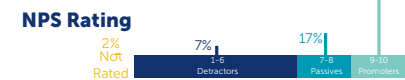


Compliments and Complaints

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



Support Survey



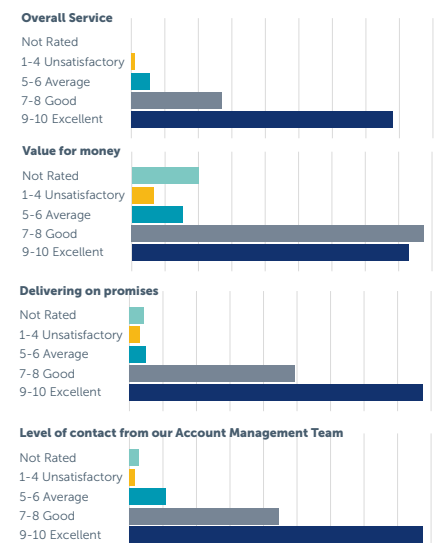
The overall score for the Net Promoter Score (NPS)¹ in response to the question 'Please rate, on a score of 1-10, how likely are you to recommend SSE Energy Solutions?' was 65 overall.

Broken down, 74% of customers rated us as 'Promoters' This is four and a half times the number of 'Passives' and more than 10x the number of 'Detractors'.

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 want to share with you my appreciation and gratitude for the level of support your engineer has been giving us recently. We've had several outages of late which your engineering team have diligently resolved and yesterday we completed the core server upgrade which your engineer was an integral part of, and arguably he had the highest workload and pressure. We had faith, we trusted him and he delivered – as he always does."

Support Service Ratings



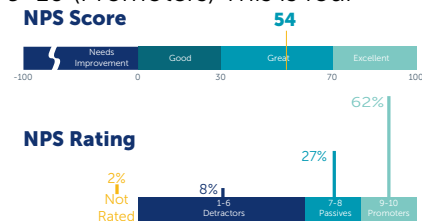
"A cheer for your engineer, just a quick note to feedback on the level of service we have received from SSE over the last 12+ months encapsulated with yesterday's support with an issue whilst on site. On the ground we have found the engineer to always be personable, knowledgeable, a keenness to help wherever possible in resolving complex issues and a good communicator on steps being undertaken to aim for a resolution.

Fully appreciate the plethora amount of heating issues you and the Team are having to deal with, which currently seems unrelenting in FBS and all the stress it entails."

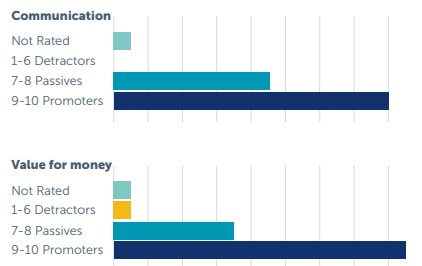
*Infrastructure Technician
A University in Yorkshire*

Projects Survey

The overall NPS score from our projects customers was 54%. When broken down, 62% of our projects customers rated us as 9-10 (Promoters) This is four

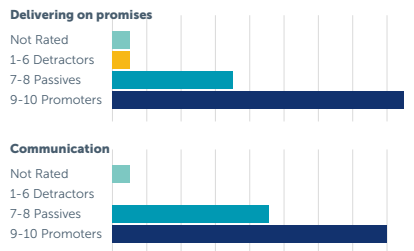


and a half times the number of 'Passives' and ten times the number of 'Detractors'.



"I'd like to pass on my thanks and gratitude to your engineer who again has gone above and beyond in helping the Trust. The Trust has experienced major network issues today when re-uploading the last backup to the servers which caused multiple systems, including the BMS, to go down. Your engineer had no hesitation in speaking to our network team, dialling into the trust network and resolving the issue. He is an asset to your team and always a pleasure to work with."

*Infrastructure Technician
A Liverpool Hospital*



"Your Engineer has currently completed 3 Site visits. During this time, he has resourced, commented, and supported the Team on site regarding the condition, and rectification of the installed BMS system and has totally succeeded in closing out site issues.

At each visit more of the BMS condition has greatly improved, faults cleared and recommissioned, today, AHU 1 was brought online, without fault or delays, and the remaining 6 AHUs are now ready to run, which greatly assists, this is the standard of Engineer we expect from SSE!"

*Building Manager,
city office building*

"We have been very impressed with the significant knowledge, skill and ability that our BMS Engineer has delivered while working on our various projects. He is an absolute credit to SSE and is always keen to provide help & support while displaying the utmost level of professionalism.

The Management and support team have been very helpful in coordinating visits, ensuring quotations are made available / processed to ensure continuity of service to our sites."

*Manager
office building*