

Complaints Performance



A bit about us

Here at **extraenergy**, we believe in making life better for energy customers. We exist to provide a real alternative to the Big 6 by providing low cost energy coupled with excellent customer care. We're committed to always treating our customers fairly and are an energy provider you can trust to do the right thing.

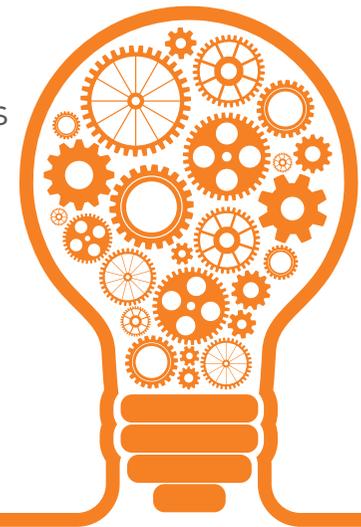
Occasionally we know that things do not go to plan. When this happens our dedicated resolution team is here to help put things right as quickly as possible. Our aim is to resolve the majority of the complaints we receive by the end of the next working day, and we'll always work with our customers to try and find a resolution.

How we put things right

We started providing low cost energy to customers in 2014, and we saw tremendous growth as we consistently offered customers some of the lowest tariffs anywhere in the UK. This sudden growth caused some unexpected customer service challenges, and in 2016 we saw an increase in customer complaints, particularly around billing. To put things right, we've invested heavily in our systems and recruited a number of new colleagues to make sure that our customers get the help they need.

Thanks to this, in quarter 4 of 2016 we saw a significant improvement in the percentage of complaints resolved by the end of the first working day and the total resolved within eight weeks from the day the complaint was received. This positive trend has continued into quarter 1 of 2017.

We know we still have some way to go and we'll continue to evolve the way we work to improve our customer's experience. We expect the number of complaints we receive to fall in the remaining quarters of 2017, and we're working hard to resolve any complaint we receive as quickly as we can.



Complaints Performance



In the last quarter, our Top 5 complaints were:

Billing

40% of all complaints received

We work hard to make sure that our bills are clear and easy to understand. We have lots of really useful information for our customers on our website to help answer any question, and this is updated regularly based on feedback we receive to make sure it stays relevant.

Customer Service

26% of all complaints received

We're investing heavily in our systems and training programmes to provide our customer facing colleagues with the tools and support they need to provide amazing customer service.

Payments / Finance

13% of all complaints received

We believe that our customers should only pay the right amount for the energy they use. This is why we carry out regular reviews for everyone who pays by Direct Debit. We're also happy to check the amount our customers are paying whenever they ask us to!

Sales / Renewals

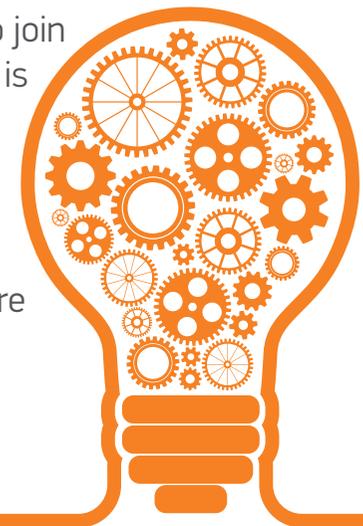
10% of all complaints received

We work hard to attract new customers, and even harder to deliver great value for money so that those who join want to stay! We never want to say goodbye, so along with offering competitive prices every one of our team is committed to providing exceptional service.

Disputed Reads

3% of all complaints received

We pride ourselves on doing the right thing, and if a customer feels their opening or closing meter readings are wrong, we'll work with the other energy supplier involved to find a solution.



Complaints Performance



Quarter	Number of complaints received ¹	Number of complaints received per 100,000 customers	Number of complaints resolved ²	Number of complaints resolved per 100,000 customers	% of complaints resolved by the end of the next working day ³	% of complaints resolved within eight weeks ⁴
Quarter 1 2017 (January - March)	12508	3708	14480	4292	45%	86%
Quarter 4 2016 (October - December)	9642	2404	8945	2230	44%	71%
Quarter 3 2016 (July - September)	3767	820	3840	836	28%	46%
Quarter 2 2016 (April - June)	3045	654	5049	1084	23%	49%

Key

1. Number of complaints received in the quarter
2. Number of complaints resolved in the quarter. They may have been received in a different quarter
3. The percentage is calculated as follows: the number of complaints that were resolved by the end of the next working day divided by the number of complaints received in the quarter
4. The percentage is calculated as follows: the number of complaints resolved within eight weeks divided by the total number of complaints received, plus percentage of complaints resolved by the end of the next working day

