



COMPLAINTS REPORT

ecotricity

Our complaints report

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

We know that it is not possible to get everything right all the time – mistakes will happen, it's what you do about them that matter more. Complaints are the ultimate expression of the mistakes we make, we analyse them, act on them and learn from them. This is our 11th annual complaints report, which we produce because it guides us in improving our service. It also supports the reporting requirements set by Ofgem*, our regulator.

Our results this year

We received 2,171 complaints between October 2018 and September 2019, which averages 13 complaints per 1,000 customers. That's a small increase on our previous best years, but we're aiming to reduce this. Here's how.

What we're doing

Ecotricity have been around for a while – we are the oldest independent energy company in the UK, and will be celebrating our 25th birthday in 2020. About a year ago we began work on a fundamental upgrades to all our core systems – everything from our telephony, to our billing engine, to our finance and HR systems. Collectively, we call it the 'Reboot' programme and it will bring a significant step change to how we're able to interact with and serve our customers. We're close to completion of this work now and the next few months will see it fully come to fruition.

What we've already done

The upgrade to a state-of-the-art telephony system is already complete. This is helping us route customer calls more directly to exactly the right Ecotricity people (we know that being transferred from one department to another can be annoying so we are minimising that). The new system has also allowed us to add additional, convenient self-service options: for example we just added an option to give meter reads automatically over the phone, 24 hours a day.

Our new billing system is live for new customers, people joining us now are now using this new system - which enables us to service accounts with greater accuracy and quicker response times, driven by more simple and robust processes.

What's next

In the next few months, all of our customers will be moved across to the new billing system. We've begun retraining our people on the new system - that might mean a few short periods of slower responses while our teams are in training, but once this is done we'll be able to offer improved service to everyone that is with us. A brand new app with better functionality and usability will accompany this too.

We're also adding to the range of ways customers can contact us. A webchat option will be available in the near future.

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We're excited about what all this means for our customer service in the years ahead – and expect it to bring our complaint levels back down to the levels we've been famous for.

If you'd like to read more about our complaints procedure or read our complaints code of practice, you can find this on our website, or if you'd like a hard copy just 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 obtained via www.legislation.gov.uk or from The Stationery Office Limited, PO Box 29, Norwich NR3g the day of receipt.