



COMPLAINTS REPORT

ecotricity

Our complaints report

In 2008, Ofgem introduced new regulations to ensure that all electricity companies had proper processes in place to record and report complaints, and to do so in a manner that's consistent across the industry*.

This is our tenth annual report since these new regulations took effect.

We've seen an increase in complaints this year, but we've now implemented a state-of-the-art telephony system that will help us provide awesome customer service in the long term. Initially, this did mean we took a little longer than normal to answer calls and respond to emails, but we're back on track now.

We've changed our meter operator so that we can improve our metering services, although this has caused some delays in offering appointments in the short term, in the long term it will ensure our customers get the support they need when they need it. We're also working on a new IT system that we hope to have in place early next year.

As soon as we've fully bedded in these new systems and processes, we expect our complaints numbers to get back to what we're used to.

We've continued working behind the scenes, rolling out more monthly billing and smart meter installation, all of which will ensure sure we continue to provide excellent customer service.

Our results

Overall, with 1334 total complaints between October 2017 and September 2018, we averaged just 7.86 complaints per 1000 customers in the last year.

Our aim - the best possible customer service

Our aim is to deliver the very best possible customer service. The principles that guide us are simple: we're honest and open in all of 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.

We know that it's not possible to get everything right all the time, however hard we try. What's really important to us, however, and what we think sets us apart from other energy companies, is that when things do go wrong we put them right as quickly as we can. For that, we have our Complaint handling experts, these are people that are very experienced in the energy industry and have access to all areas of the business and whose job is to swiftly get to the bottom of all problems, resolve them objectively, and report back to our staff and customers in a clear and balanced way.

You can find out more about our complaints procedure or read our complaints code of practice. 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 & 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.

*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.

The principles that guide us are simple: we're honest and open in all of 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.