

# Annual Complaints Report

## October 2011 to September 2012



In 2008, OFGEM introduced new regulations to ensure that all electricity companies had proper processes in place to record and handle complaints, and that all companies reported their complaints in a consistent manner.

OFGEM defined a Complaint for this purpose as being any expression of dissatisfaction. All energy companies are required to publish an annual report showing the number of Complaints received that haven't been resolved by the end of the working day following the day of receipt.

The first report under these new regulations was required in October 2009.

This is our fourth annual report and once again it's fair to say that we're chuffed with the results we're publishing here. We have just 33 Complaints to report in the year ending September 2012.

## Our aim - the best possible Customer Service

Our aim at Ecotricity is to deliver the very best possible customer service that we can: the kind of service that we ourselves would like to receive.

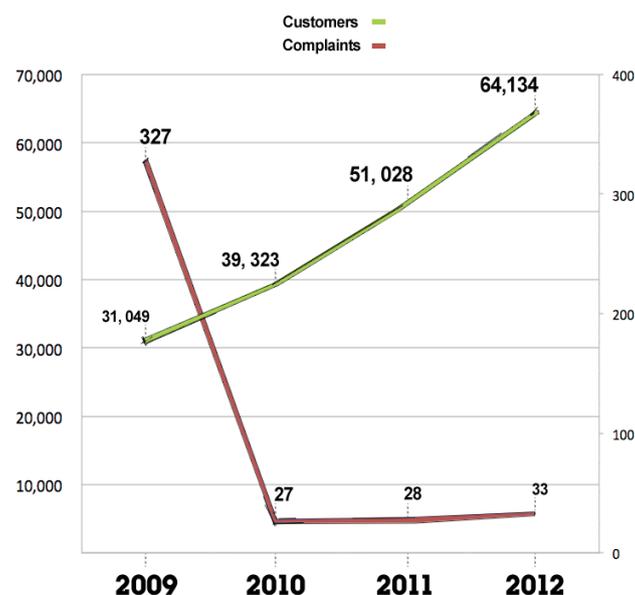
During the past few years we've evolved several key initiatives aimed at continually advancing the level of service that we provide. We've had a major focus on problem avoidance and problem solving. We've also made changes to our electricity bills (making them clearer), we've invested in state of the art IT systems (probably the most advanced in the electricity industry) and we've changed a number of key processes.

We know it isn't possible to get everything right, every time, however hard we try. What's really important to us — and what we think sets us apart from other energy companies — is that when things do go wrong we get it put right as quickly as we can.

## Our Results

With almost 65,000 gas and electricity accounts, our customer numbers have grown by 26 per cent in the last year. Complaints however have fallen by over seven per cent to just 0.51 per 1,000 customers, down from 0.55 per 1,000 customers last year and 26 per cent down on the 0.69 Complaints per 1,000 customers that we recorded in the year before that (2010).

Ecotricity customer numbers compared with the number of Complaints per year



These super low levels of Complaints still — falling year on year — go some way to supporting our view that we probably have the best customer service of any energy company in Britain bar none.

Our complaints procedure can be found online at [www.ecotricity.co.uk/complaints](http://www.ecotricity.co.uk/complaints) and our Complaints Code of Practice can be found at [www.ecotricity.co.uk/codesofpractice](http://www.ecotricity.co.uk/codesofpractice). Please call us on 0845 555 7 100 if you need a hard copy of either and we'll be happy to help.

The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 required Ofgem to set new complaints handling regulations for energy providers. These Regulations came into force on 1 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](http://www.legislation.gov.uk) or from The Stationery Office Limited, PO Box 29, Norwich NR3 1GN.