

## OVO Quarterly Performance Report (2019 Q1)

Every 3 months, we put our complaint stats on the record, including the top 5 topics that customers have spoken to us about and what we're doing to put those right.

Consider this a 'how we're putting things right' report. We know we won't get everything right. But that won't stop us trying. From queries about bills to problems with smart meters, we take every complaint seriously. Because improving our service is what OVO's all about.

Complaints Received	Received per 100k customer accounts	Complaints Resolved	Resolved per 100k customer accounts	% Resolved in same or next working day	% Resolved in 8 weeks
16,187	1,016	15,576	978	87%	96%

### Top 5 topics for complaints

#### Customer Service - 34% of complaints

It's been a very busy time for our Customer Service Team. In January, Ofgem picked us to take on 235,000 Economy Energy customers after they collapsed into administration. Understandably, we saw a huge spike in customers seeking more information, so our call centre waiting times were longer than anyone would expect. But don't worry, to get things back to normal, we've been training up extra customer service agents to meet the demand and get answers back to you fast.

#### Billing - 18% of complaints

As usual, we're still working hard to bring you accurate bills that are bang on time. Our specialist team has spotted where we can do better – like speeding up final bills for customers with smart meters. So now we take final meter readings from smart meters on the day we stop supplying a customer's energy, so we're doing exactly that for customers who leave us. Even though we're sad they're going, we want their last experience with us to be a good one.

#### Direct Debits & Refunds - 11% of complaints

Direct Debits. We know they can be tricky to understand and we'd like to fix that. So we've been digging into fellow customers' experiences of Direct Debits, to better understand how we can improve how they're explained. We're also looking into how they're set up so we can get the amount spot on first time. And that'll mean fewer headaches for everyone.

### **Boost - 9% of complaints**

Great service. We won't cut corners on it, even if you've chosen to leave. So we're working on new final statements to summarise your energy account and refund you any credit left on your meter. Over on the Boost app, we're pleased to add another string to our bow of amazing features with Emergency Boost – letting you borrow up to £30 credit in minutes. We're also working on improving our smart meter booking system so that your meter is ready to go by the time you come on supply with us.

### **Third Party - 7% of complaints**

We've hired more eagle-eyed colleagues for our internal Compliance Team so we can more effectively handle any issues or complaints received from outside the business. And in the interests of customer satisfaction, we've taken the decision to part ways with one of our external smart meter installation partners.