



Quarterly Complaints Report

July to
September
2015

Quarterly Complaints Performance

Feedback from our customers is important to us and we encourage our staff to look out for any signs of dissatisfaction. Every time a customer contacts us with an expression of dissatisfaction, whether by phone, letter, email or social media our staff will record this. This is the industry definition of a complaint.

	No. of complaints	Complaints per 100,000 accounts	Complaints resolved	No. resolved per 100,000 accounts	% resolved by the end of the next working day	% resolved within 8 weeks
1 July 2015 to 30 September 2015	248,343	3,475	246,887	3,455	87.84%	97.80%
1 April 2015 to 30 June 2015	242,053	3,357	240,780	3,339	87.60%	97.47%
1 January 2015 to March 2015	252,236	3,474	248,502	3,422	87.00%	97.36%
1 October 2014 to 31 December 2014	208,660	2,813	207,057	2,792	84.50%	97.01%
1 July 2014 to 30 September 2014	227,118	2,985	224,398	2,949	85.57%	97.02%

We are committed to resolving any dissatisfaction as soon as possible and are always looking for ways to continually improve our service. To ensure customers get a quicker resolution, in a first for the energy industry our customers can now contact the Ombudsman after six weeks instead of the standard eight, and we have encouraged other suppliers to follow our lead.

Our approach has helped us keep our lead position in the Citizens Advice Energy Supplier Performance Report². In September 2015, SSE was again the best performing energy supplier for complaints with a score of 47.7 per 100,000 customers, for the period from April to June 2015. Previously this report included the six largest suppliers only and for the first time an additional 12 suppliers have been added this quarter. We are therefore proud to have maintained this top position.

Working to improve customer experiences

Customers are at the heart of our business and we are committed to fair treatment and great service for all.

We don't want to give any customer cause to complain but if we do let them down we are committed to putting things right. We are pleased our approach to resolving queries quickly and directly with our customers is working. We take all complaints seriously and have broken these down into six categories.

The key complaint figures for the quarter July to September 2015³ are detailed below:

Top 6 complaint reasons

Customer Service	33.02%
Billing	26.84%
Metering or Equipment	17.99%
Payments	12.07%
Credit Management	5.83%
Change of Supply	4.25%

Customer Service

We want every customer to have their enquiry dealt with quickly and thoroughly, and we aim to resolve every enquiry during the first contact.

One of the improvements we have recently introduced is a new phone service during busy times. We now offer to call customers back rather than wait in a queue. This is available on a number of our phone lines, with the aim of extending this further in the future.

Billing

We know it is important for customers to receive accurate bills on time. We have put a lot of work into improving key areas of our billing and it is pleasing to see fewer customers are contacting us about these issues. This is a vital area of our service to customers and we are committed to making things even better. We have a dedicated team reviewing our billing processes and are making important changes which will help make further improvements, including when customers' move home.

When customers have concerns about the amount of energy they have used, this can lead to queries about the accuracy of the meter. It is unusual for gas or electricity meters to become faulty and all enquiries about this are fully investigated. Going forward, we are trialling a new tool for our advisers to use, to ensure customers are given the best advice and support.

Metering or Equipment

We work hard to ensure all appointments go smoothly for our customers. Working closely with our metering teams, we have introduced improvements to enable us to receive feedback from customers and our engineers quickly.

Our new reporting procedure will allow us to monitor the service we are providing more closely to allow us to build further on the improvement we have made.

Credit Management

When customers have difficulty paying their energy bills, it is important we understand individual situations. We know some customers worry about contacting us in these circumstances but we encourage them to get in touch, as we can help them find affordable and manageable ways to pay for their energy. The more we know about a customer's circumstances, the easier it is for us to adapt our service and make sure they are getting the support they need.

We communicate with customers in various ways. This can be by letter, phone, text, email or social media and it is important that all communication is clear, accurate and easy to understand. We recently reviewed the wording of many of our payment letters, which has helped to increase customer satisfaction. We also have a specialist team who continually review feedback from customers regarding our communication, to ensure it is appropriate for customers' circumstances.

Payments

We know that paying the correct amount for energy used is important to our customers and we are often contacted when we change a monthly payment or if personal circumstances change. Some customers are in need of extra help and we have a wide range of assistance to help those who need it most.

We are working hard to continually improve our processes to ensure any review of, or amendment to customer payment plans are accurate and our communications are clear and easy to understand.

We are also committed to ensuring that when we need to return money to our customers this happens as quickly as possible, and we can provide customers with a clear expectation as to when this will arrive. There are particular areas we are working hard to make further improvements to, for example, where a customer has a credit left on their account when they leave us. We recognise the importance of getting money back to customers in these circumstances and have a team of people dedicated to this.

Change of Supply

Customers have the right to choose their energy supplier and during any switch of supplier we work hard to ensure it goes as smoothly as possible for customers, with the minimum effort. We need to ensure that supplies are switched correctly, accurate meter readings are used and the time taken to switch is as quick as possible.

To reduce the risk of a customer being incorrectly changed to another supplier, we have introduced additional checks when registering a supply.

Customers often provide a meter reading to be used by both suppliers at the time of their switch. If it appears that this meter reading may not be correct, we work in partnership with the other supplier to agree the reading to be used, so the switch can go ahead. To prevent confusion when the bill is issued, we have made improvements to ensure customers are kept more informed and will continue to review this process.

We are one of the first energy suppliers to have introduced Faster Switching. This means customers can change supplier in around three weeks which has led to improved satisfaction with this process. We will continue to make improvements to the switching process to make it as easy as possible.

1 These figures are for all SSE Energy Supply Limited and Southern Electric Gas Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, SSE Atlantic, M&S Energy and Ebico.

2 As reported on the Citizens Advice Consumer Services website in September 2015: http://www.citizensadvice.org.uk/index/aboutus/consumerwork/energy_supplier_performance.htm

3 These figures are for all SSE Energy Supply Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, SSE Atlantic, M&S Energy and Ebico.