

Co-op Energy Complaints Annual Statement

February 2017 to January 2018

At Co-op Energy, we are committed to providing excellent customer service and will do all we can to assist our customers in managing their account.

We recognise that sometimes things may go wrong. Our aim is to ensure that, if this happens, we can put things right in an efficient and timely manner.

In line with the OFGEM Complaint Handling Standards, Co-operative Energy annually publishes the number of complaints we received and how many could not be resolved by the next working day.

Co-op Energy received 25,826 domestic customer complaints between February 2017 and January 2018. We resolved 53% of complaints within 1 day of the complaint being recorded. Some complaints needed more investigation and took longer to resolve, 45% of complaints were resolved after 1 working day.

Top 5 reasons why our customers complained

| Reasons why our customers complained | Number of complaints received |
|--------------------------------------|-------------------------------|
| Billing | 8,330 |
| Customer service | 4,859 |
| Payments | 3,629 |
| Transfers and metering | 3,556 |
| Correspondence | 1,124 |