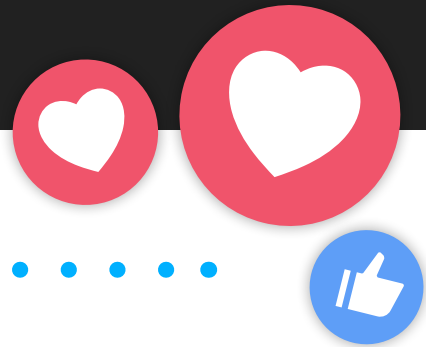


Complaints Handling Report 2017

We do our best to make sure that things go smoothly the first time around. But we understand that we may not always get everything right.

If you are not satisfied with any part of our service, we want to know. We take all complaints very seriously and any feedback we receive is used to further develop and improve our service, staff performance and products.

In line with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 set out by Ofgem, we publish our complaints handling report to show our complaints performance over the last year.



WHAT HAPPENED IN 2017?

WE AIM TO RESOLVE ALL OUR COMPLAINTS ON THE FIRST CALL

Between 1 January 2017 and 31 December 2017, we received 202,919 complaints in total. Of these complaints we were able to resolve 186,945 on day one. This means that only 7.9% of our total complaints received were open for longer than the first working day, which we're pleased to announce is 9.0% less than last year.

WE'RE LISTENING

We started the year with our total number of complaints received per 100,000 customers at 5685 in Quarter 1 2017. We've been listening to our customer feedback and making changes and improvements based on the comments we have received. We're pleased to see that this number has reduced to 4294 complaints received per 100,000 customers in Quarter 4 2017. This is a reduction in complaints per 100,000 customers of over 24%.

OUR PRIORITY IS TO MAKE SURE YOU'RE HAPPY

We do everything we can to make sure we fully resolve every complaint to each customers' satisfaction and we aim to do so as quickly as possible. Between 1 January 2017 and 31 December 2017, we resolved 98.7% of our complaints within 8 weeks and over 99.9% of our complaints we were able to completely resolve to each customers' satisfaction. As a business, we only received 279 cases in 2017 that were escalated to the Ombudsman Services: energy. Making up less than 0.1% of our total complaints.



	Number of Contacts	Percentage of contacts that become complaints	Complaints that could not be resolved by the end of the first working day after they were received	
2016 (1 January 2016 to 31 December 2016)	1,698,667	6.20%	17,846	16.94%
2017 (1 January 2017 to 31 December 2017)	2,438,309	8.32%	15,974	7.87%

While our number of customer contacts has increased, our customer portfolio has grown by almost a third in the same period'

HAVE WE LET YOU DOWN?

We welcome all customer feedback, good or bad, so that we can use it to help us improve our customer journey and experience.

If you have a complaint please get in touch with us using the contact details below and we will go above and beyond to make sure your complaint is closed to your satisfaction.



Mon-Fri 8am-8pm, Sat & Sun 8am-5pm

03452 072 000

03 numbers are UK wide numbers that are charged in the same way as 01 and 02 numbers



Email us at

www.utilita.co.uk/contact-us



Write to us at

**Utilita Energy Limited, Hutwood Court,
Bournemouth Road, Chandler's Ford,
Eastleigh SO53 3QB**

To view our Complaints Handling Procedure or to find out more about making a complaint, please visit **www.utilita.co.uk/complaints**, alternatively, please contact our Customer Care Team on **03452 072 000** and we can arrange to post you a copy.

The requirements of our complaints handling procedure are set by Ofgem within the (Consumer Complaints Handling Standards) Regulations 2008. These can be found by visiting **www.legislation.gov.uk**, or you can get a paper copy by calling The Stationary Office Limited on **0333 202 570**.

If you have a question or a query, please contact our Customer Care Team on **03452 072 000** and we will be happy to help.

If you would prefer to speak to someone face to face, you can visit one of our Contact Centres, please contact us for the details of your nearest office.