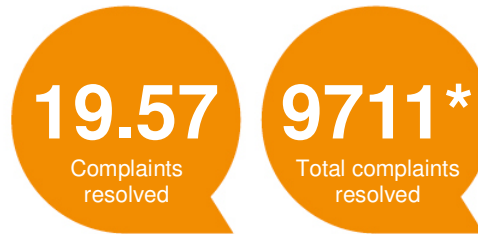


At a glance complaints data Q1, Jan-Mar 2016

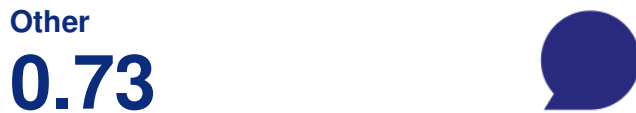
Energy sector

Figures shown are number of complaints per 100,000 customer accounts

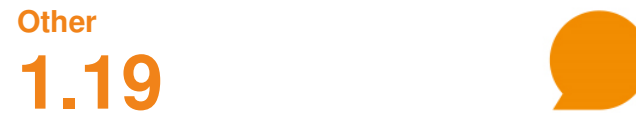
*These are actual complaint figures



Complaints accepted (By complaint type)



Complaints resolved (By complaint type)



Top three billing complaints

