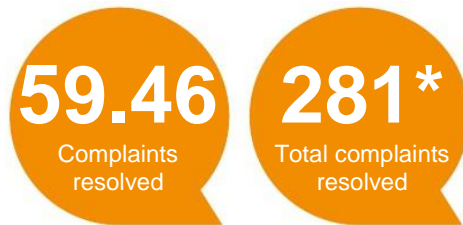


At a glance complaints data Q2, Apr-Jun 2016

Co-operative Energy Limited

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)



Average award (By complaint type)



Top three billing complaints

