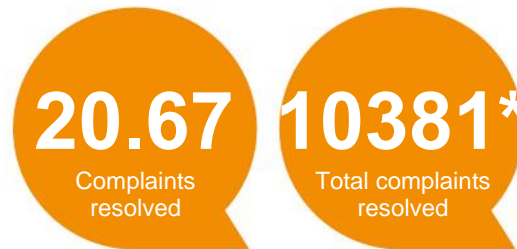
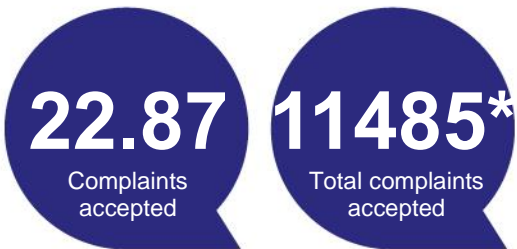


# At a glance complaints data Q2, Apr-Jun 2016

## 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

