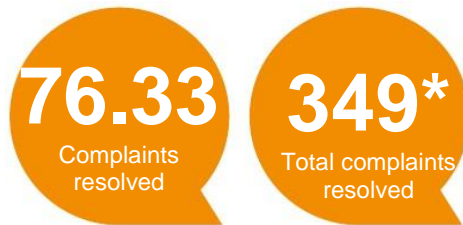


# At a glance complaints data Q3, Jul-Sep 2016

## Co-operative Energy Limited

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

\* These are actual complaint figures

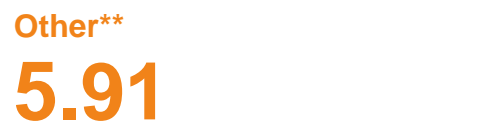
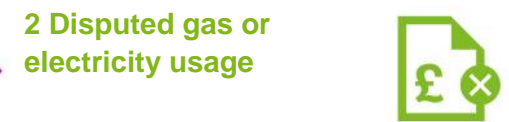
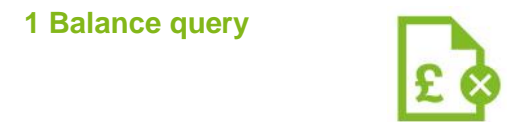


### Complaints accepted (Top complaint types)

### Complaints resolved (Top complaint types)

### Average award (Top complaint types)

### Top three billing complaints



\*\*We revised complaint types in August 2016 to provide more detailed analysis; this has resulted in more categories so the "other" total is larger than in previous quarters.

