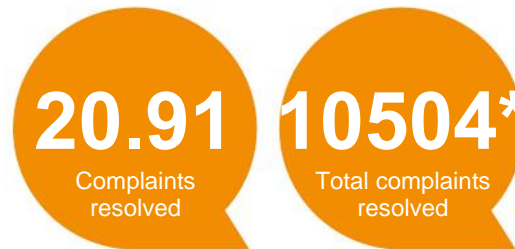


At a glance complaints data Q3, Jul-Sep 2016

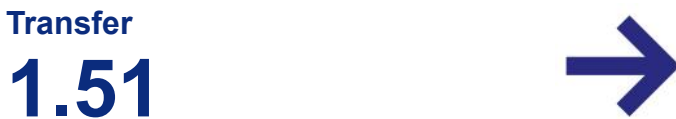
Energy sector

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

- Balance query**
- Disputed gas or electricity usage**
- Bills not received**

**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.

