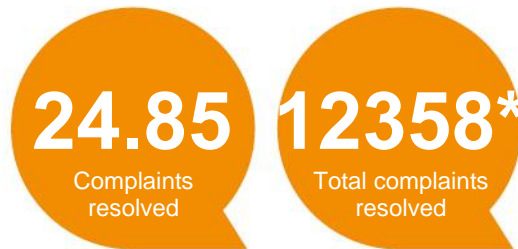
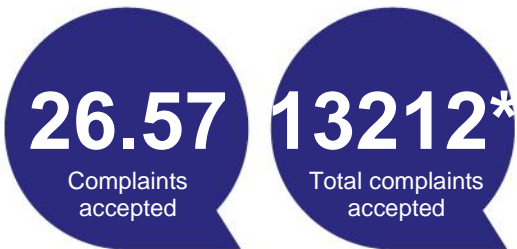


At a glance complaints data Q3, Jul-Sep 2015

Energy sector

Figures shown are number of complaints per 100,000 customers

*These are actual complaint figures



Complaints accepted (By complaint type)

Billing
22.90



Transfer
2.47



Sales
0.54



Other
0.66



Complaints resolved (By complaint type)

Billing
21.63



Transfer
2.34



Sales
0.52



Other
0.36



Top three billing complaints

1. Late billing



2. Inaccurate invoices



3. Disputed charges

