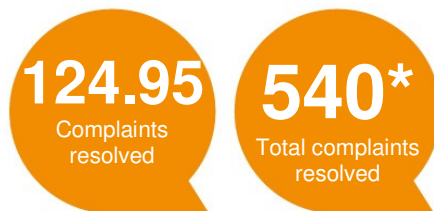


At a glance complaints data Q4, Oct-Dec 2015

Co-operative Energy Limited

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

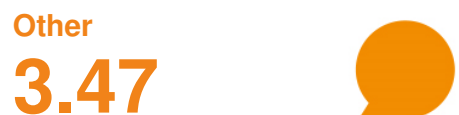
* These are actual complaint figures



Complaints accepted (By complaint type)



Complaints resolved (By complaint type)



Average award (By complaint type)



Top three billing complaints

