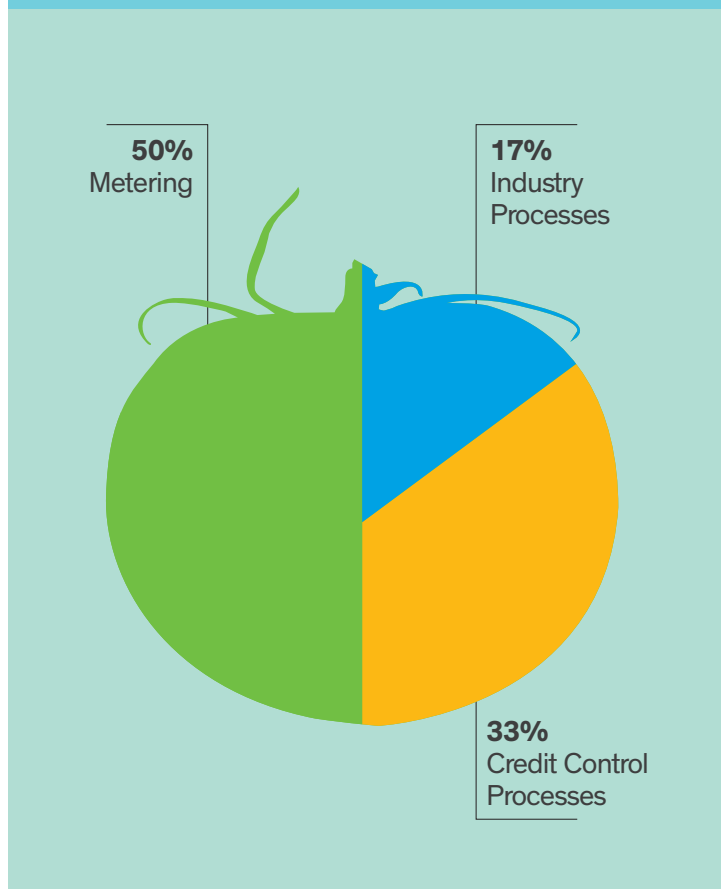


Complaints

Here at Green Energy one thing we will never compromise on is the service we offer to our customers. Therefore we take all expressions of dissatisfaction extremely seriously.

To give all our customers up to date figures and to be as transparent as possible we have to report on all expressions of dissatisfaction quarterly and share the top 5 causes of concern.

Quarter	Number of Expressions of Dissatisfaction	Number of Expressions of Dissatisfaction per 100,000 customers	Number of Expressions of Dissatisfaction resolved	Number of Expressions of dissatisfaction resolved per 100,000 customers	% closed at Day +1	% closed at 8 weeks
Q2 2018	6	28	5	23	0%	40%



In the most recent quarter (01 April – 30 June 2018) we had six expressions of dissatisfaction. The cases were:

- One customer was unhappy with industry processes
- Two customer were unhappy with our credit control processes
- Three customers were dissatisfied by our metering jobs

We are constantly looking to improve on the services that we provide and have taken these comments on board to aid that process.