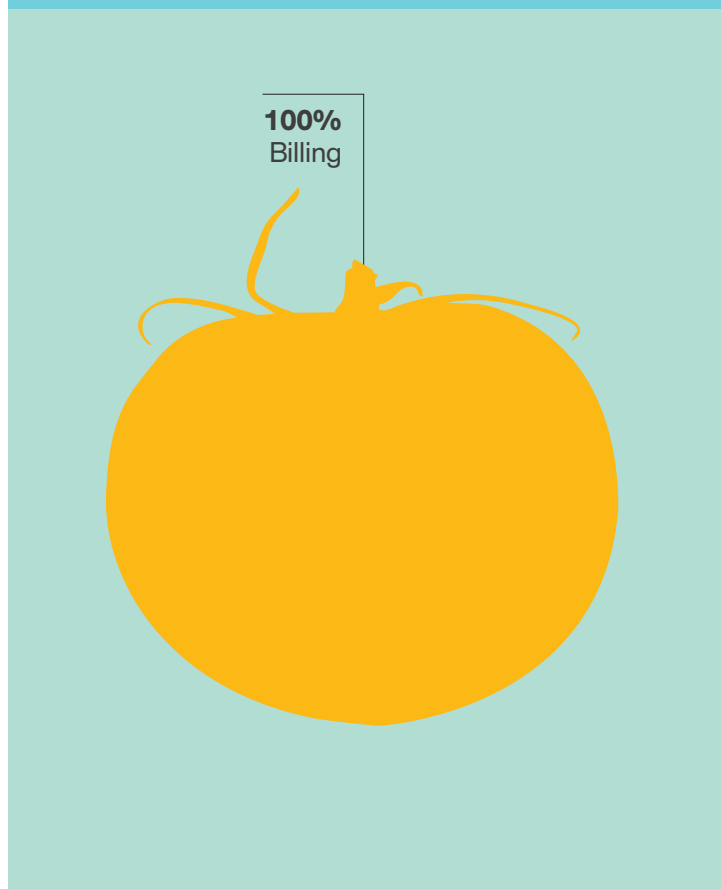


Complaints

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
Q1 2017	1	5	1	5	100%	100%



In the most recent quarter (01 January – 31 March 2017) we had one expression of dissatisfaction. The case was:

- One customer was concerned about their bills

We have taken this comment on board and aim to improve on this next quarter.