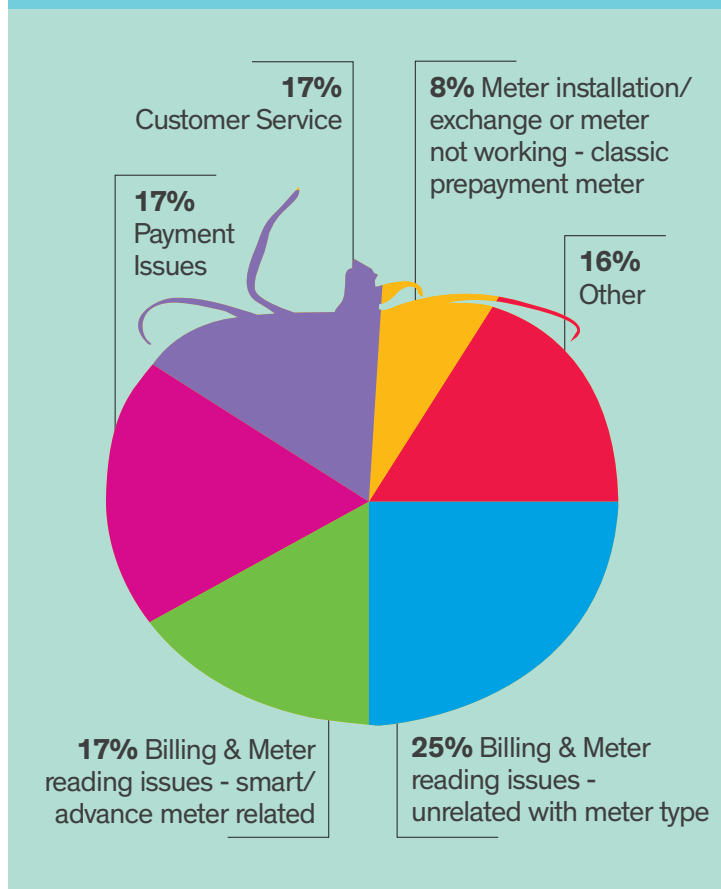


# Complaints

To give all customers up to date figures, and to be as transparent as possible, we are reporting on all expressions of dissatisfaction from the most recent quarter. Additionally, we are highlighting the top five causes of concerns.

Quarter	Number of Expressions of Dissatisfaction	Number of Expressions of Dissatisfaction per 10,000 customers	Number of Expressions of Dissatisfaction resolved	Number of Expressions of dissatisfaction resolved per 10,000 customers	% closed at Day +1	% closed at 8 weeks
Q2 2019	12	6	10	5	50%	90%



In the most recent quarter (01 April – 30 June 2019) we had 12 expressions of dissatisfaction.

The top causes of concern were:

- Billing & Meter reading issues - unrelated with meter type
- Billing & Meter reading issues - smart/advance meter related
- Customer Service
- Payment issues
- Meter installation/exchange or meter not working - classic prepayment meter

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.

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