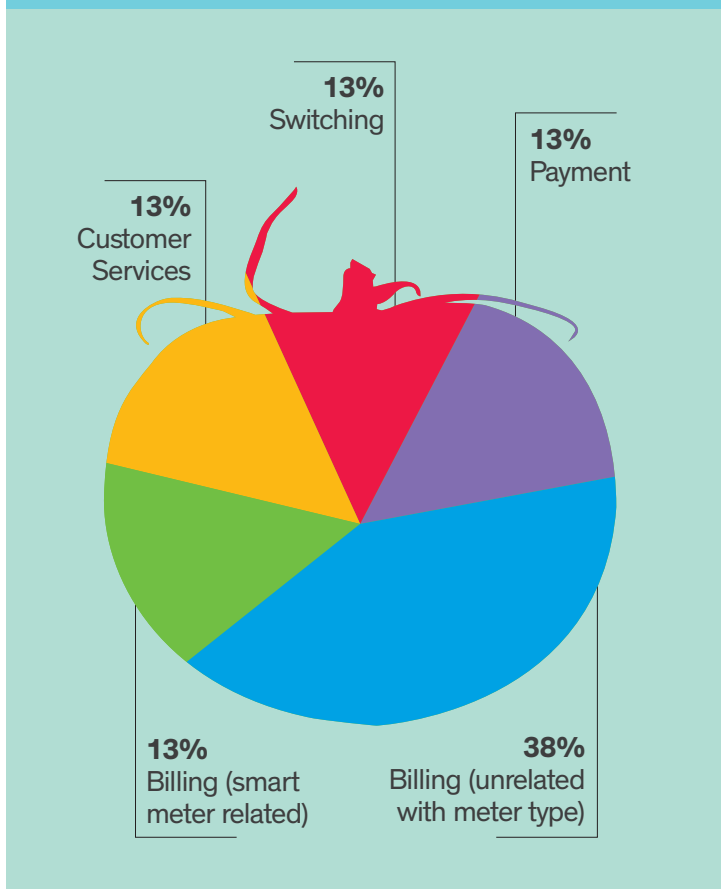


Complaints

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
Q4 2018	14	7	15	7	27%	93%



In the most recent quarter (01 October – 31 December 2018) we had 14 expressions of dissatisfaction.

The top causes of concern were:

- Billing (unrelated with meter type)
- Billing (smart meter related)
- Customer Services
- Switching
- Payment

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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