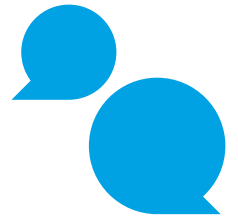




Keeping life green and simple



Customer Service Performance Report

Reporting period: Q3 (July 2023 - September 2023)

Current Citizens Advice Star Rating*



We're 100% committed to giving you great customer service.

We have real people here to talk and listen. No call menus, no chatbots.

We're ready to fix whatever needs fixing, so our customers can get on with their day.

Key customer performance data

TOTAL CUSTOMER CONTACTS Total number of inbound, customer contacts received across all channels.	TOTAL EMAILS Number of emails received	TOTAL PHONE CALLS Number of inbound, telephone contacts received (excluding dedicated sales channels)	TOTAL SOCIAL MESSAGES Number of social media (Facebook and Twitter) contacts received
34,239	24,675	9,218	69
CUSTOMER COMPLAINTS Number of Expressions of Dissatisfaction	2 DAY EMAIL RESPONSES Number of emails received which were answered substantively within 2 working days of receipt.	CALL WAITING TIMES Average wait time to answer publicly available inbound, customer initiated, telephone services.	
11.4 per 10,000 customers	24,351	18 seconds	
	2+ DAY EMAIL RESPONSES Number of emails received which were not answered substantively within 2 working days of receipt.		
	324		
	AUTOMATED RESPONSES Number of emails answered substantively via an automated response within 2 working days.		
	0 Only real people respond to our emails		

Energy Customer Service Star Rating



citizensadvice.org.uk/stars

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*100Green has been scored according to methodology intended to represent small suppliers. For more information visit the Citizens Advice website