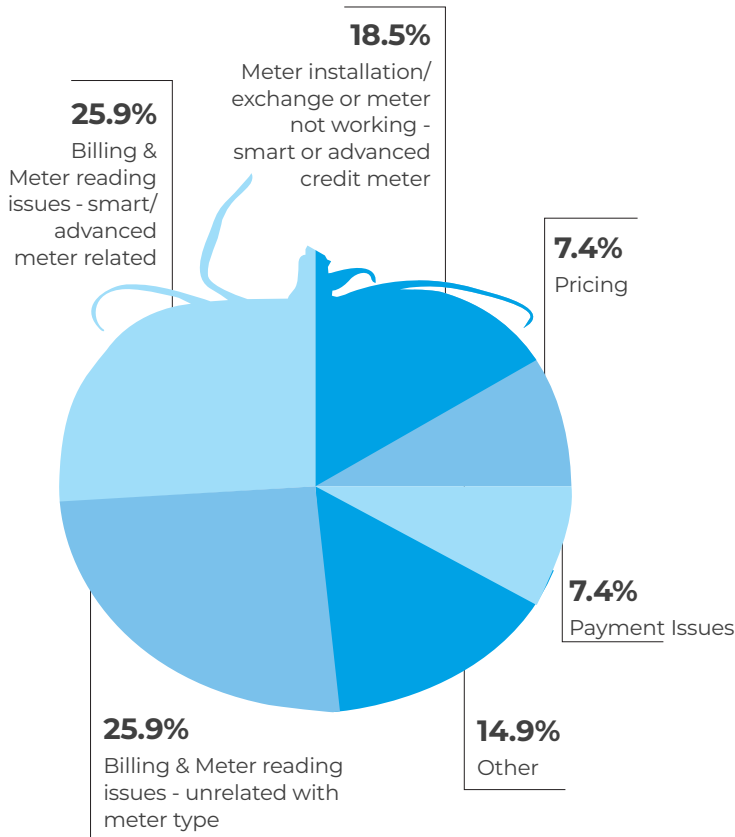


Complaints

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
Q1 2023	27	11	22	9	22%	70%

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



In the most recent quarter (01 January – 31 March 2023) we received 27 expressions of dissatisfaction.

The top causes of concern were:

- Billing & Meter reading issues - unrelated with meter type
- Billing & Meter reading issues - smart/advanced meter related
- Meter installation/exchange or meter not working - smart or advanced credit meter
- Pricing
- Payment Issues
- Other

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

Our contracts deemed or otherwise are governed by the Consumer Contracts Regulations 2013 & The Gas and Electricity Regulations 2008. For more information, or a copy of the statutory instruments please email hello@geuk.com