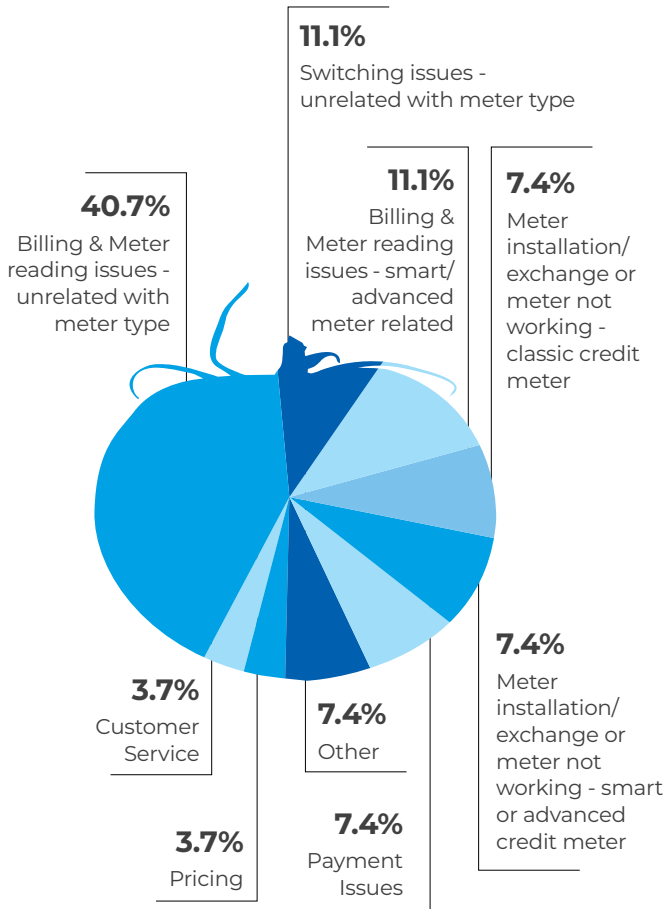


Complaints

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.

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 2022	27	12	20	9	15%	95%



In the most recent quarter (01 January– 31 March 2022) we received 27 expressions of dissatisfaction. The top causes of concern were:

- Billing & Meter reading issues - unrelated with meter type
- Switching issues - unrelated with meter type
- Billing & Meter reading issues - smart/advanced meter related
- Meter installation/exchange or meter not working - classic credit meter
- Meter installation/exchange or meter not working - smart or advanced credit meter.

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.