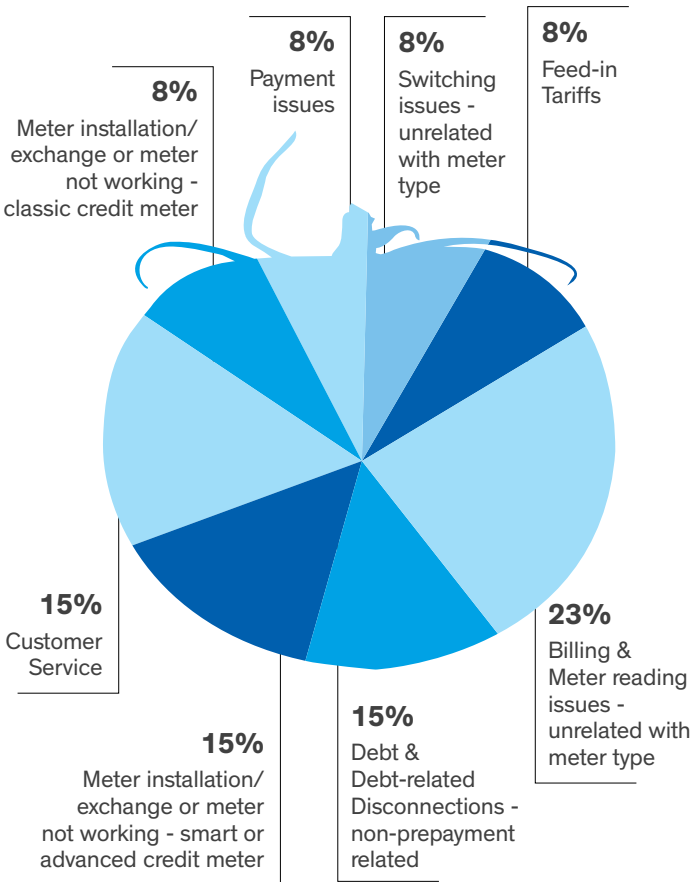


To give all customers up to date figures, and to be as transparent as possible, we are reporting on any expressions of dissatisfaction from the most recent quarter. Additionally, we are highlighting the top causes of concerns.

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
Q3 2021	13	6	12	6	17%	92%



In the most recent quarter (01 July – 30 September 2021) we received 13 expressions of dissatisfaction.

The top causes of concern were:

- Billing & Meter reading issues - unrelated with meter type
- Debt & Debt-related Disconnections – non-prepayment related
- Customer Service
- Meter installation/exchange or meter not working – smart or advanced credit
- Meter installation/exchange or meter not working - classic 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.