

| | Q1 2016 | | Q2 2016 | | Q3 2016 | | Q4 2016 | | Q1 2017 | | Q2 2017 | | Q3 2017 | | Q4 2017 | | Q1 2018 | | |
|--|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|--|
| Complaints received | | | | | | | | | | | | | | | | | | | |
| Complaints received | 78 | 100% | 99 | 100% | 129 | 100% | 231 | 100% | 550 | 100% | 909 | 100% | 1,294 | 100% | 1,712 | 100% | 1,681 | 100% | |
| Complaints resolved by the end of the first working day after the complaint was received (D+1) | 16 | 21% | 15 | 15% | 18 | 14% | 14 | 6% | 16 | 3% | 26 | 3% | 203 | 16% | 342 | 20% | 394 | 23% | |
| Complaints unresolved by the end of the first working day after which the complaint was first received | 62 | 79% | 84 | 85% | 111 | 86% | 217 | 94% | 534 | 97% | 883 | 97% | 1,091 | 84% | 1,370 | 80% | 1,287 | 77% | |
| Repeat complaints received | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | |
| Complaints received by type | | | | | | | | | | | | | | | | | | | |
| Complaints received by telephone | 70 | 90% | 82 | 83% | 120 | 93% | 211 | 91% | 480 | 87% | 799 | 88% | 1,114 | 86% | 1,492 | 87% | 1,509 | 90% | |
| Complaints received by email/webform/webchat | 7 | 9% | 13 | 13% | 6 | 5% | 15 | 6% | 56 | 10% | 104 | 11% | 163 | 13% | 201 | 12% | 159 | 9% | |
| Complaints received by letter | 1 | 1% | 4 | 4% | 3 | 2% | 5 | 2% | 14 | 3% | 6 | 1% | 17 | 1% | 19 | 1% | 13 | 1% | |
| Complaints received by other format e.g face to face, fax | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | |
| Complaints resolved | | | | | | | | | | | | | | | | | | | |
| Complaints resolved | 75 | 100% | 82 | 100% | 107 | 100% | 201 | 100% | 469 | 100% | 869 | 100% | 1,318 | 100% | 1,525 | 100% | 1,657 | 100% | |
| Complaints resolved by the end of the first working day after the complaint was received (D+1) | 16 | 21% | 15 | 18% | 18 | 17% | 14 | 7% | 16 | 3% | 26 | 3% | 203 | 15% | 342 | 22% | 394 | 24% | |
| Complaints resolved between date complaint received (D+1) and 31 calendar days | 42 | 56% | 35 | 43% | 35 | 33% | 58 | 29% | 342 | 73% | 694 | 80% | 813 | 62% | 823 | 54% | 739 | 45% | |
| Complaints resolved between +32 days and 93 calendar days | 17 | 23% | 31 | 38% | 53 | 50% | 121 | 60% | 106 | 23% | 132 | 15% | 240 | 18% | 289 | 19% | 416 | 25% | |
| Complaints resolved in +94 calendar days | 0 | 0% | 1 | 1% | 1 | 1% | 8 | 4% | 5 | 1% | 17 | 2% | 62 | 5% | 71 | 5% | 108 | 7% | |
| Contacts received | | | | | | | | | | | | | | | | | | | |
| Total agent handled contacts received | 49,147 | 100% | 15,775 | 100% | 36,837 | 100% | 68,291 | 100% | 112,780 | 100% | 102,432 | 100% | 123,599 | 100% | 123,815 | 100% | 104,672 | 100% | |
| Agent handled telephone calls | 45,854 | 93% | 12,080 | 77% | 28,619 | 78% | 56,290 | 82% | 93,696 | 83% | 69,412 | 68% | 89,051 | 72% | 88,035 | 71% | 77,114 | 74% | |
| Agent handled letters | 25 | 0% | 23 | 0% | 3 | 0% | 5 | 0% | 26 | 0% | 58 | 0% | 30 | 0% | 147 | 0% | 497 | 0% | |
| Agent handled emails / webforms / webchat / other | 3,268 | 7% | 3,672 | 23% | 8,215 | 22% | 11,996 | 18% | 19,058 | 17% | 32,962 | 32% | 34,518 | 28% | 35,633 | 29% | 27,061 | 26% | |
| Online petitions received | 0 | | 0 | | 0 | | 0 | | | | 0 | | 0 | | 0 | | 0 | | |
| Ombudsman information | | | | | | | | | | | | | | | | | | | |
| Number of letters sent signposting the Ombudsman at 8 weeks | 0 | | 0 | | 0 | | 2 | | 1 | | 14 | | 15 | | 51 | | 225 | | |
| Number of deadlock letters issued | 0 | | 0 | | 0 | | 1 | | 1 | | 20 | | 27 | | 17 | | 20 | | |
| Number of cases taken up by the Ombudsman | 2 | | 2 | | 1 | | 6 | | 20 | | 45 | | 102 | | 69 | | 104 | | |
| Citizens Advice Consumer Service Company Referrals (applies only to suppliers with an established referral pathway from Citizens Advice Consumer Service) | | | | | | | | | | | | | | | | | | | |
| Number of consumers referred from Citizens Advice Consumer Service under the company referral process | 0 | | 0 | | 0 | | 0 | | 2 | | 4 | | 14 | | 3 | | 3 | | |
| Consumer Futures Referrals | | | | | | | | | | | | | | | | | | | |
| Number of consumers referred from the Extra Help Unit | 0 | | 1 | | 1 | | 1 | | 7 | | 12 | | 8 | | 6 | | 6 | | |
| Customer Accounts | | | | | | | | | | | | | | | | | | | |
| Number of domestic electricity customer accounts | 13,403 | | 16,226 | | 21,178 | | 34,448 | | 62,616 | | 80,411 | | 86,728 | | 85,616 | | 91,647 | | |
| Number of domestic gas customer accounts | 10,484 | | 12,604 | | 16,037 | | 25,438 | | 44,126 | | 62,643 | | 69,038 | | 72,251 | | 73,651 | | |