

## Our complaints performance

Quarter	Number of complaints received	Number of complaints per 100,000 customers	Number of complaints resolved	Number of complaints resolved per 100,00 customers	% resolved at date in same or next working day	% resolved in 8 weeks
Q2 2016 (Apr-Jun)	0	0	0	0	0	0
Q3 2016 (Jul-Sep)	0	0	0	0	0	0
Q4 2016 (Oct-Dec)	7	7	7	7	100%	100%
Q1 2017 (Jan-Mar)	15	15	15	15	100%	100%
Q2 2017 (Apr-Jun)	23	23	23	23	100%	100%
Q3 2017 (Jul-Sep)	44	44	44	44	97%	100%

At Breeze, customer service is our priority. You can find a copy of our complaints handling procedure [here](#).

We are governed by The Gas and Electricity Consumer Complaint Handling Standards (Regulations 2008) click [here](#) to view and obtain a copy.

Our complaints data is used to review our performance and better understand the reasons our customers may be dissatisfied.

### Top 5 reasons for complaint and what we are doing to improve

#### 1. Industry data

We work hard to make your switch to Breeze as easy as possible, however we are aware that industry data can sometimes cause problems. We are therefore committed to a high level of quality control on the data we receive such as meter serial numbers, MPAN/MPRN, and meter readings.

#### 2. Smart metering

Although we are not yet installing smart meters we are assisting customers with any questions they may have about the smart meter rollout including our progress towards it. We are also providing customers with information on how to read their smart meters.

#### 3. Online account management

We have streamlined the online account setup process and made it easier to set and re-set your login details. Our online portal is continually being improved with new information while remaining as simple as possible.

#### 4. Metering

We are improving our business processes in relation to organizing meter work appointments for our customers. We are also improving our communication regarding what kinds of meter work we can assist with (as well as signposting to other organisations where necessary).

#### 5. Billing / Direct debit payments

We are continuing to develop our online billing system to become more efficient. This includes training new team members to help resolve any issues or queries.

We have improved our communication with customers regarding how much we will be taking via direct debit, and when. We are continually committed to making sure our customers are not paying any more or less than they need to.