

Good Energy

Complaints Report

2023 - 2024

Our approach to supporting our customers

At Good Energy, we pride ourselves on providing a service that's as good for you as it is for the planet. That's because our mission isn't just to supply gas and electricity, it's to put people at the heart of the solution to climate change, by giving them the option to use clean power.

Through our sustainable business model, we strive to make sure our customer service is ethical and engaging. This includes being really open about when we haven't met the standards our customers should expect – and what we've done to put things right.

In line with Complaint Handling Standards, we regularly publish the number of complaints we receive that couldn't be resolved by the end of the next working day. This report will show you how we've handled domestic supply customer complaints between 1st October 2023 and 30th September 2024.

Our Complaints procedure is governed by the Gas and Electricity (Consumer Complaints Handling Standards) regulations 2008. You can view a copy of these regulations by visiting the [Office of Public Sector Information \(OPSI\) website](#).

Our complaints performance

We're really proud of our history of delivering excellent customer service. We work hard to make sure all our staff are well-trained and highly knowledgeable across all areas of the business. But we know that from time-to-time things can go wrong.

Between 1st October 2023 and 30th September 2024, we received 1761 complaints that we couldn't resolve by the end of the next working day.

That amounts to just 2.29% of our domestic customer base and accounts for just 0.62% of the total number of contacts we received (284,227 contacts).

Year	Complaints received not resolved by end of next working day	% customers that raised a complaint not fixed immediately	% of all contacts we received
2023 - 2024	1,761	2.29%	0.62%
2022 - 2023	1,909	2.34%	0.64%

What have we learnt?

Making sure we act on what customers tell us and keeping the customer at the heart of our decision making is really important to us. That's why complaints feed directly into process improvement and customer experience projects.

The top three reasons for complaints in the last year were:

- FIT
- Billing
- Customer Service

FIT

We're really pleased to support over 48,000 generators (one of the highest in the energy industry) and work hard to ensure that each one of those generators receives a generation payment from Ofgem every 3 months.

Sometimes this goes wrong and feed in tariff complaints can cover anything from a missing quarterly payment, difficulties with changing ownership to another supplier or successfully verifying a generation meter in line with Ofgem requirements.

We've made it easier to give feed in tariff meter readings via our online portal & app with instant confirmation, put in place new safeguards in our change of ownership processes to stop things falling through the net and made significant improvements when it comes to helping you verify your generation meter, which can now be done by photo rather than site visit.

We're not stopping there and have further planned improvements to meter reading submission & meter verification planned in 2024.

Billing

When it comes to your energy account – getting regular, accurate and clear bills is understandably your top priority. To help us deliver this we ask for regular meter readings, as this is the best way to keep bills accurate. We regularly identify accounts that we haven't sent a bill to recently and take proactive steps to get that bill sent out as soon as possible, as well as ensuring that we're adhering to all industry regulations when it comes to billing.

More recently we've made changes to the way we estimate meter readings on accounts where we don't have an actual meter reading and are always reviewing our customer contact to see how we can improve in the future.

Customer Service

Complaints about customer service cover all aspects of your interaction with Good Energy.

Our commitment to great service is demonstrated through our 5* TrustPilot rating, but we do know that occasionally things don't go to plan when this happens, we work our hardest to put things right.

We support our new Clean Energy Specialists through a 16 week induction programme and follow up with regular training & briefings to ensure that they remain highly knowledgeable & capable. We also have a great set of knowledge articles to help them provide accurate information to you.

Development of our online app & portal have been one of Good Energy's top priorities and this continues to be the case, with further improvements and new functionality planned for 2024.

How to raise a complaint

Go to our website for full details of what happens when you make a complaint:

<https://www.goodenergy.co.uk/support/articles/complaints/>

If you would prefer a hard copy of our complaints procedure, just give us a call on 0345 034 2400 and we'll send you a copy.