

Good Energy

Complaints Report

2020 - 2021

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 2020 and 30th September 2021.

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 2020 and 30th September 2021, we received 1,823 complaints that we couldn't resolve by the end of the next working day. That amounts to just 2.13% of our customers who raised a complaint that we couldn't fix immediately, accounting for just 0.55% of the total number of contacts we received (331,038 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
2020 - 2021	1,823	2.13%	0.55%
2019 - 2020	1,468	1.52%	0.62%

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:

- Customer Service
- Billing
- Metering

Customer Service

In addition to a new and improved billing system, we have also worked on the development of our online services and mobile App. The changes we have made have not been without issue and we work closely with our developers to resolve any known issues as quickly as possible to allow our customers to benefit from a better online experience.

Billing

Following a change to our billing system in 2020, we are now in a position where we are seeing a reduction in delays regarding timely bills. As a result, complaints regarding delayed bills have reduced significantly. However, the changes we have made to our billing system, which allow us to offer a completely paper free service to align with our purpose, and provide more regular bills than our customers have experienced previously, has seen an increase in complaints regarding the billing cycle.

Metering

We're working closely with our meter operators to increase the number of meter read, maintenance or exchange appointments that go ahead at the first time of asking. Our smart meter programme had paused during the lockdown periods of the Covid-19 Pandemic but we are now moving forward with a wider roll out to our customers.

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/customer-care/help-topics/complaints/>

If you would prefer a hard copy of our complaints procedure just give us a call on 0800 254 0000 and we'll send you a copy.