

# Good Energy

# Complaints Report

2022 - 2023

## 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 1<sup>st</sup> October 2022 and 30<sup>th</sup> September 2023.

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 1<sup>st</sup> October 2022 and 30<sup>th</sup> September 2023, we received 1909 complaints that we couldn't resolve by the end of the next working day.

That amounts to just 2.34% of our domestic customer base and accounts for just 0.64% of the total number of contacts we received (300,190 contacts).

<b>Year</b>	<b>Complaints received not resolved by end of next working day</b>	<b>% customers that raised a complaint not fixed immediately</b>	<b>% of all contacts we received</b>
2022 - 2023	1,909	2.34%	0.64%
2021 - 2022	1,790	2.09%	0.56%

## 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:

- Billing
- Payments
- Customer Service

## **Billing**

We understand that it can be a shock to receive an unexpectedly large bill and do all we can to avoid this happening, such as asking customers to submit monthly meter readings. There are a number of things that can cause a large bill, and we encourage customers to contact us if they're concerned. We can support by reviewing trends in consumption, identify potential meter issues and get them fixed, or offer advice or repayment plans if needed. We aim to make our bills as straightforward as possible, and our Clean Energy Specialists are always on hand to help our customers understand their bills if they have any concerns. Providing us with regular readings and having a Smart Meter installed, can also help make sure that customers receive accurate bills and aren't building up a debt.

## **Payments**

We always notify our customers before changing their Direct Debit amount. We're continuing to analyse the complaints we receive about Direct Debit reviews so that we can make improvements based on root cause and customer feedback.

We work hard to support any customer struggling to pay their bills. Whilst most customers that find themselves with an outstanding balance on their account engage with the support we offer, unfortunately some don't. We have enlisted the help of a third-party collections agency to work with this small portion of customers to support them to clear outstanding balances.

## **Customer Service**

Complaints about customer service cover all aspects of customer interaction with Good Energy, including our online portal and app. We're constantly improving our systems to enable all customers to manage their accounts in a way that works for them. Our people are at the foundation of excellent customer service, so we continue to invest in them by providing training and coaching.

### **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.