

Good Energy

Complaints Report

2021 – 2022

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 2021 and 30th September 2022.

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 2021 and 30th September 2022, we received 1790 complaints that we couldn't resolve by the end of the next working day.

That amounts to just 2.09% of our domestic customer base and accounting for just 0.56% of the total number of contacts we received (322,068 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
2021 - 2022	1,790	2.09%	0.56%
2020 - 2021	1,823	2.13%	0.55%

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
- Customer Service
- FIT

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. Providing us with regular readings can also help make sure that customers receive accurate bills and aren't building up a debt.

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.

FIT

Good Energy are a FIT Licensee of more than 48,000 accounts. Whilst the Feed-In-Tariff closed to new applicants in April 2019, we continue to work with our FIT customers and Ofgem to ensure payment for generation is a seamless process. As a FIT Licensee, we operate within Ofgem guidelines where set criteria have to be met before payment can be made. When the criteria are not met, this can result in a delay of payment to our customers. When this is the case, we communicate this to our customers in a clear and transparent way and work with them to ensure the criteria is met moving forward. We're constantly improving our systems to enable all customers to manage their accounts in a way that works for them, whilst adhering to Ofgem regulations.

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 0345 034 2400 and we'll send you a copy.