



## TOTO Energy Limited Quarter 1 2018 Complaint Figures January to March 2018

We have had 126,275 communications in the first quarter of 2018, in the form of telephone calls, emails, letters or in person at our offices from our customers. From these, 978 opened an official complaint.

At the end of the quarter we had 68,000 domestic energy customer accounts.

Quarter	Number of complaints received	Number of complaints received per 100,000 customers	Number of complaints resolved	Number of complaints resolved per 100,000 customers	% resolved at day+1	% resolved at eight weeks
Q1 2018 <i>Jan - Mar</i>	978	1,438	331	487	16	29

Of the 978 complaints, the five most common issues concerned:

- Billing
- Tariff
- Customer Service
- Sales
- Payments

Here at Toto we always do our best to look after our customers, however, sometimes things can still go wrong. If you're unhappy with how we've dealt with something, please get in touch using the address below and we'll do our best to fix it. [www.totoenergy.com/complaints-policy](http://www.totoenergy.com/complaints-policy).

If you have any further feedback please email our dedicated customer service team at [hello@totoenergy.com](mailto:hello@totoenergy.com).

**If you would like to view our complaints data please refer to**  
[www.totoenergy.com/help-and-support/category/complaints](http://www.totoenergy.com/help-and-support/category/complaints)