



## TOTO Energy Limited Quarter 4 2017 Complaint Figures

October to December 2017

We have had 111,876 communications in the fourth quarter of 2017, in the form of telephone calls, emails, letters or in person at our offices from our customers. From these, 1,109 opened an official complaint.

At the end of the quarter we had 72,995 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
Q4 2017 Oct - Dec	1109	1519	1167	1599	14	37

Of the 1,109 complaints, the five most common issues concerned:

- Customer Service
- Sales
- Tariff
- Payment
- Billing

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)