



TOTO Energy Limited Quarter 3 2018 Complaint Figures July to September 2018

We have had 74,411 communications in the third quarter of 2018, in the form of telephone calls, emails or letters from our customers. From these 74,411 there were 2,112 expressions of dissatisfaction.

At the end of the quarter we had 53,450 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
Q3 2018 Jul - Sep	2,112	3,951	2,597	4,859	23	77

Of the 2,112 complaints, the five most common issues concerned:

- Billing
- Change of Supplier
- Customer Services
- Metering
- Payment

Within our complaints process we are constantly reviewing why things go wrong and where we can improve our customer service, as well as ensuring that we are adhering to the '**Standards of Conduct Charter**'.

If you have any further feedback please email our dedicated customer service team at hello@totoenergy.com.

If you would like information about our complaints handling procedure, our annual complaints data or how to make a complaint please refer to

www.totoenergy.com/help-and-support/category/complaints