



## TOTO Energy Limited Quarter 4 2018 Complaint Figures

October to December 2018

We have had 114,184 communications in the fourth quarter of 2018, in the form of telephone calls, emails or letters from our customers. From these 114,184 there were 2,413 expressions of dissatisfaction.

At the end of the quarter we supplied 61,466 customers.

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 2018 Oct - Dec	2,413	3,926	2,113	3,437	72%	97%

Of the 2,413 complaints, the five most common issues concerned:

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

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](mailto: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](http://www.totoenergy.com/help-and-support/category/complaints)**