

Customer Complaints

Handling Report

Since 1st October 2008, Scottish and Southern Energy have complied with new Complaint Handling Regulations set down by Ofgem, the Regulator for the gas and electricity industry. Part of these Regulations is to publish this Customer Complaint Handling report. You can read the Complaint Handling Regulations on the Office of Public Sector Information (OPSI) website.

<http://www.opsi.gov.uk/about/contact-us/complaints/index>

Over the 12 months that ended on 30 September 2009 we received over 17 million* contacts from our customers. Some expressed a measure of dissatisfaction, but because we care passionately about giving good service, we were successful in resolving the vast majority of these complaints by the end of the next working day. The remaining 79,388 cases* (i.e.0.5% of total customer contacts) took a little longer to resolve, as we put in further work and sometimes a home visit to ensure all aspects of the problem were fully addressed.

We believe Scottish and Southern Energy is the greatest energy company in the UK and we're not the only ones. For the sixth time in a row we have been voted best energy supplier in the uSwitch customer satisfaction survey. We also came top of the six main energy suppliers in Which? magazine's recent survey of customer satisfaction and billing.

We work hard to delight our customers with the standard of care we give, but we accept we don't always get it right. When we make a mistake we do our very best to fully resolve the matter and take the opportunity to learn. In support of this we have a Complaint Handling Statement and Procedure which can be found on our website <http://www.swalec.co.uk/Help/ForYourHome/ComplaintsProcedure.aspx>. Alternatively you can phone us on **0800 052 5252** and we'll send you a copy.

If we can help you please let us know straight away. We'll do all we can to answer your questions and deal with any concerns you may have.

*These figures are for all Scottish and Southern Energy customers, supplied under: Southern Electric, Scottish Hydro, Swalec, Atlantic, M&S Energy and Ebico.

CEAR/website publication of info on complaints Oct 09
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