

Our Complaints Performance

Here at PFP Energy delivering great customer service is at the core of everything we do. We aim to treat you with honesty and integrity so that you can be confident that we are looking out for your interests!

We aim to resolve all our complaints within the first 24 hours of it reaching an advisor, although we know this isn't always possible. Here you can see our latest report on the complaints we have received.



Complaints received



Complaints resolved on same or next working day



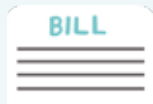
Complaints resolved within the first 8 weeks

(Complaints – Q4 2016)

Top 5 Causes of Customer Complaints



Payments
23%



Billing
16%



Portal
16%



Customer Service
13%



Metering
13%

Reporting Period	Complaints we received	Complaints we resolved	Resolved on the same or next working day	Resolved within the first 8 weeks
Q4 2016	522	522	426	96
Q3 2016	337	337	294	43
Q2 2016	245	245	200	45
Q1 2016	27	27	19	8

Related Documents

[Treating Customers Fairly](#)

[Privacy Policy](#)

[The Gas and Electricity \(Consumer Complaints Handling Standards\) Regulations 2008](#)