

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 is not 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



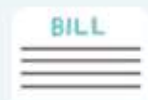
Complaints resolved within the first 8 weeks

Top 5 Causes of Customer Complaints



Payments

22%



Billing

12%



Acquisition

3%



Customer Service

49%



Metering

2%

Reporting Period	Complaints we received this quarter	Complaints we resolved this quarter	Complaints resolved on the same or next working day this quarter	Resolved within the first 8 weeks
Q4 2018	3581	3552	3368	3546
Q3 2018	2610	2593	2452	2586
Q2 2018	1295	1294	1069	1262
Q1 2018	1580	1580	1406	1565
Q4 2017	712	712	541	694
Q3 2017	480	480	347	466
Q2 2017	470	470	338	464
Q1 2017	385	385	260	370
Q4 2016	522	522	430	519
Q3 2016	380	380	299	268
Q2 2016	246	246	171	241
Q1 2016	21	21	18	21

Related Documents

[Treating Customers Fairly](#)

[Privacy Policy](#)

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