



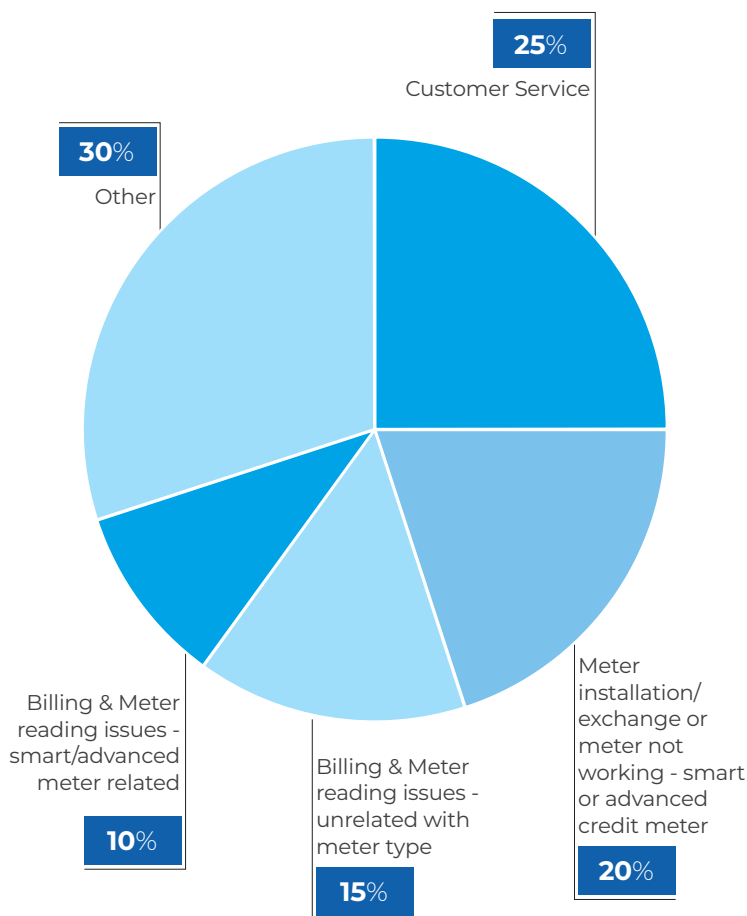
Keeping life green and simple

Complaints

1st October – 30th December 2023

To ensure we are as transparent as possible, we report on **any expressions of dissatisfaction** brought to our attention by our customers, during the most recent quarter and ensure this latest data is readily available. Additionally, we highlight the top causes of concern.

Quarter	Number of Expressions of Dissatisfaction	Number of Expressions of Dissatisfaction per 10,000 customers	Number of Expressions of Dissatisfaction resolved	Number of Expressions of dissatisfaction resolved per 10,000 customers	% closed at Day +1	% closed at 8 weeks
Q4 2023	20	8.79	25	10.99	8	72



In the most recent quarter (01 October – 30 December 2023) we received 20 expressions of dissatisfaction.

The top causes of concern were:

- Customer Service
- Meter installation/exchange or meter not working - smart or advanced credit meter
- Billing & Meter reading issues - unrelated with meter type
- Billing & Meter reading issues - smart/advanced meter related
- Other

Here at 100Green, one thing we will never compromise on is the service we offer to our customers. Therefore, we take all expressions of dissatisfaction extremely seriously.

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Our contracts deemed or otherwise are governed by the Consumer Contracts Regulations 2013 & The Gas and Electricity Regulations 2008. For more information, or a copy of the statutory instruments please email hello@100Green.com