

CUSTOMER CARE TEAM

Annual Report 2017



An Coimisiún
um Rialáil Fóntais
Commission for
Regulation of Utilities

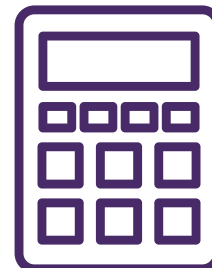
**89
DAYS**



**AVERAGE COMPLAINT
RESOLUTION TIME IN 2017**

**DOWN FROM
94 DAYS
IN 2016**

The main drivers of complex complaints for energy suppliers in 2017 were billing and account issues



40%

of energy complaints investigated and closed in 2017 were upheld in favour of the customer



Almost

3,000



Customer contacts were made to the CCT for both water and energy



Decrease of 11% for all contacts (water and energy)

257

Decrease of 8% across water and energy



Overall number of complex complaints investigations opened for water and energy



Decrease of 46% of water complaints



Same level of energy complaints