

The logo consists of the word "boost" in a bold, lowercase, sans-serif font, colored bright yellow. It is centered within a solid black rounded rectangular background.

boost

Boost Quarterly Performance Report
July - September 2023

This report sets out our complaints performance from July to September 2023.

Quarterly Complaints Report July to September 2023

Time Period	Complaints Received		Complaints Resolved			
	Total Complaints Received	Complaints per 100k customers	Total complaints resolved	Per 100k customers	By end of next working day	Within 8 weeks
July - September 2023	12,494	3,186	12,115	3,090	94.8%	98.8%
April - June 2023	17,185	4,401	16,943	4,339	80.4%	94.1%

Top 5 - July - September 2023		Total Complaints Received
Customer Service		42.5%
Payment issues		30.6%
Meter installation/exchange or meter not working - classic prepayment meter		9.0%
Meter installation/exchange or meter not working - smart or advanced prepayment meter		6.9%
Billing & Meter reading issues - unrelated with meter type		4.2%

Top 5 - April - June 2023		Total Complaints Received
Customer Service		41.8%
Payment issues		25.8%
Meter installation/exchange or meter not working - smart or advanced prepayment meter		9.3%
Billing & Meter reading issues - smart meter related		6.1%
Billing & Meter reading issues - unrelated with meter type		4.3%

Further Information

Our complaint handling statement and procedure can be found on our website boostpower.co.uk/feedback or you can call us on **0330 102 7517** and ask for a free copy.

To learn more about making a complaint or to find out more about The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit legislation.gov.uk. Or you can call us on **0330 102 7517** for a free copy.

We're always looking to improve our service. If something goes wrong or a mistake is made, we'll work with our customers to fix the issue as soon as possible. For more information on these steps, please visit: boostpower.co.uk/feedback.

You can phone us on **0330 102 7517** and we'll send you a free copy of this report.