



# Annual Complaints Report

## Boost

### Complaint Handling

Between 1st October 2022 and 30th September 2023:

**83%** of Boost complaints were resolved by the end of next working day  
**17%** (8,932) took a little longer to make sure we got things right  
**95%** of Boost Complaints were resolved within eight weeks

The top three main Boost complaint reasons in the last year were:

- Customer Service (42.9%)
- Payment Issues (26.6%)
- Smart Prepayment Meter (10.9%)

### What are we doing?

There's always room to do more. That's why we regularly review the feedback we get from customers about how we're doing – and where we can improve. Here are some of the areas we've recently heard could be improved, and what we're doing about it.

## 1. Customer Service

### Reasons for complaints

Customer service related complaints can range across a number of issues. From wait times, to how quickly our teams are able to put things right when they go wrong. We know that we can't always stop things going wrong, but the customer's experience while we get them back on track is what counts. We've noticed that being referred between different departments has sometimes caused frustration.

### What we're doing to make things better

We appreciate it's frustrating for customers when a complaint is passed to a different team. We're investing in in-depth training to help our teams deal better with the various issues customers contact us about. And we're providing extra training to help them to decide when it's best to refer more complex issues to a specialist team.

We're also looking at more ways to help our advisors call on specialist knowledge on live calls. This helps reduce the need to pass customers around different teams to get answers. When a customer does need to be referred to another team, we're introducing a system to make sure issues are sorted within a specific timeframe.

## **2. Payment Issues**

### **Reasons for complaints**

Payment-related complaints usually relate to errors that can occur in the many systems that it takes to get a payment from a customer bank account onto their smart pay as you go meter.

On some rare occasions, customers with a traditional (non smart) pay as you go meter may experience a payment issue, for example a payment doesn't transfer from their key or card, onto the meter.

### **What we're doing to make things better**

Although these errors are rare, we recognise that this can cause inconvenience for our customers. During 2023 we've been working really hard with our supply chain to make improvements to the way payments work. We're starting to see a significant improvement in this, with issues reducing by half. We'll continue to look at further opportunities to make sure payments are easy to make and reliable for customers.

## **3. Smart Prepayment Meter**

### **Reasons for complaints**

Smart Prepayment meter complaints have included meter installation/exchanges or meters not working properly/not communicating.

### **What we're doing to make things better**

We're proactively identifying issues with smart meters and taking action, we're seeing great results because of this activity. We're now focused on improving scheduled visits and making sure smart meters are commissioned and communicating effectively from the moment they're installed.

### **We need your help**

We love hearing from our customers, whether the experience has been good or bad. Listening to our customer's feedback has helped us become the company we are today and we want to continue to improve. If you want to get in touch, just drop us an email at [hello@boostpower.co.uk](mailto:hello@boostpower.co.uk)

### **Further information**

Full details of the complaints procedure can be found on our website [here](#). If you'd like a hard copy, please call us on **0330 303 5063**.

OVO's complaints procedure is governed by The Gas and Electricity Consumer Complaints Handling Standards Regulations 2008, a copy of which can be found [here](#).