



Keeping life green and simple



# Customer Service Performance Report

Reporting period: Q4 (Oct 2023 - Dec 2023)

## Current Citizens Advice Star Rating\*



We're 100% committed to giving you great customer service.

We have real people here to talk and listen. No call menus, no chatbots.

We're ready to fix whatever needs fixing, so our customers can get on with their day.

## Key customer performance data

<b>TOTAL CUSTOMER CONTACTS</b> Total number of inbound, customer contacts received across all channels.	<b>TOTAL EMAILS</b> Number of emails received	<b>TOTAL PHONE CALLS</b> Number of inbound, telephone contacts received (excluding dedicated sales channels)	<b>TOTAL SOCIAL MESSAGES</b> Number of social media (Facebook and Twitter) contacts received
<b>25,761</b>	<b>16,384</b>	<b>9,034</b>	<b>78</b>
<b>CUSTOMER COMPLAINTS</b> Number of Expressions of Dissatisfaction	<b>2 DAY EMAIL RESPONSES</b> Number of emails received which were answered substantively within 2 working days of receipt.	<b>CALL WAITING TIMES</b> Average wait time to answer publicly available inbound, customer initiated, telephone services.	
<b>8.79</b> per 10,000 customers	<b>16,120</b>	<b>19</b> seconds	
	<b>2+ DAY EMAIL RESPONSES</b> Number of emails received which were not answered substantively within 2 working days of receipt.		
	<b>264</b>		
	<b>AUTOMATED RESPONSES</b> Number of emails answered substantively via an automated response within 2 working days.		
	<b>0</b> Only real people respond to our emails		

**Energy Customer Service Star Rating**

[citizensadvice.org.uk/stars](https://citizensadvice.org.uk/stars)

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\*100Green has been scored according to methodology intended to represent small suppliers. For more information visit the Citizens Advice website