

Business Stream Complaints Received

Subject Group	2014-15						2013-14					
	Business Stream	rank	as % of BS total	Water Total	rank	as % of water total	Business Stream	rank	as % of BS total	Total	rank	as % of Water total
Billing and Charging	195	1	87.8%	207	1	71.9%	182	1	88.8%	197	1	67.5%
Water Supply	16	2	7.2%	44	2	15.3%	11	2	5.4%	45	2	15.4%
New Connections	4	3	1.8%	6	5	2.1%	0	-	0.0%	2	6=	0.7%
Waste Water	3	4=	1.4%	14	3	4.9%	2	4	1.0%	26	3	8.9%
Customer Service	3	4=	1.4%	9	4	3.1%	5	3	2.4%	9	4	3.1%
Other	0	-	0.0%	2	6=	0.7%	1	5	0.5%	4	5	1.4%
Environmental Concerns	0	-	0.0%	2	6=	0.7%	0	-	0.0%	2	6=	0.7%
Subject Unknown or Out Of Jurisdiction	1	-	0.5%	4	-	1.4%	4	-	2.0%	7	-	2.4%
Total	222	-	100.0%	288	-	100.0%	205		100.0%	292		100.0%

Complaints as % of sector

77.08%

71.18%

Business Stream Complaints Determined

Stage	Outcome Group	2014-15	
		Business Stream	Water Total
Advice	Not duly made or withdrawn	29	40
	Out of jurisdiction (discretionary)	2	3
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	2	5
	Premature	91	125
	Resolved	0	0
	Total	124	173
Early Resolution 1	Not duly made or withdrawn	5	7
	Out of jurisdiction (discretionary)	2	4
	Out of jurisdiction (non-discretionary)	25	29
	Outcome not achievable	7	10
	Premature	6	9
	Resolved	5	6
Total	50	65	
Early Resolution 2	Fully upheld	1	1
	Some upheld	3	3
	Not upheld	9	11
	Not duly made or withdrawn	0	0
	Resolved	0	2
Total	13	17	
Investigation 1	Fully upheld	11	11
	Some upheld	5	6
	Not upheld	7	8
	Not duly made or withdrawn	0	0
	Resolved	0	0
Total	23	25	
Investigation 2	Fully upheld	1	1
	Some upheld	0	1
	Not upheld	0	0
	Total	1	2
Total Complaints	211	282	

Total Premature Complaints	97	134
Premature Rate	46%	48%

Fit for SPSO Total (ER2, Inv1 & Inv2)	37	44
Total complaints upheld (fully or partly)	21	23
Uphold Rate (Upheld % total Fit for SPSO)	57%	52%

Stage	Outcome Group	2013-14	
		Business Stream	Water Total
Advice	Not duly made or withdrawn	27	47
	Out of jurisdiction (discretionary)	1	3
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	14	25
	Premature	74	108
	Resolved	0	0
	Total	116	183
Early Resolution 1	Not duly made or withdrawn	2	3
	Out of jurisdiction (discretionary)	4	7
	Out of jurisdiction (non-discretionary)	4	5
	Outcome not achievable	3	5
	Premature	7	9
	Resolved	11	12
Total	31	41	
Early Resolution 2	Fully upheld	7	7
	Some upheld	6	6
	Not upheld	7	11
	Not duly made or withdrawn	0	1
	Resolved	8	8
Total	28	33	
Investigation 1	Fully upheld	18	19
	Some upheld	11	13
	Not upheld	21	21
	Not duly made or withdrawn	1	1
	Resolved	1	1
Total	52	55	
Investigation 2	Fully upheld	2	2
	Some upheld	0	0
	Not upheld	0	0
	Total	2	2
Total Complaints	229	314	

Total Premature Complaints	81	117
Premature Rate	35%	37%

Fit for SPSO Total (ER2, Inv1 & Inv2)	82	90
Total complaints upheld (fully or partly)	44	47
Uphold Rate (Upheld % total Fit for SPSO)	54%	52%