

### Business Stream Complaints Received 2015-16

Subject Group	Business Stream	rank	as % of BS total	Sector Total	rank	as % of Water total
Billing and Charging	156	1	90.2%	167	1	77.0%
Water Supply	11	2	6.4%	24	2	11.1%
New Connections	3	3	1.7%	9	3	4.1%
Environmental Concerns	2	4	1.2%	3	6	1.4%
Customer Service	1	5	0.6%	4	5	1.8%
Waste Water	0	-	0.0%	7	4	3.2%
Other	0	-	0.0%	2	7	0.9%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	1	8	0.5%
<b>Total</b>	<b>173</b>	<b>-</b>	<b>100.0%</b>	<b>217</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of sector

79.72%

### Business Stream Complaints Received 2014-15

Subject Group	Business Stream	rank	as % of BS total	Sector Total	rank	as % of Water total
Billing and Charging	195	1	87.8%	207	1	71.9%
Water Supply	16	2	7.2%	44	2	15.3%
New Connections	4	3	1.8%	6	5	2.1%
Waste Water	3	4=	1.4%	14	3	4.9%
Customer Service	3	4=	1.4%	9	4	3.1%
Other	0	-	0.0%	2	6=	0.7%
Environmental Concerns	0	-	0.0%	2	6=	0.7%
Subject Unknown or Out Of Jurisdiction	1	-	0.5%	4	-	1.4%
<b>Total</b>	<b>222</b>	<b>-</b>	<b>100.0%</b>	<b>288</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of sector

77.08%

**Business Stream Complaints Determined 2015-16**

Stage	Outcome Group	Business Stream	Sector Total
Advice	Not duly made or withdrawn	20	24
	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	0	0
	Premature	76	99
	Resolved	1	1
	<b>Total</b>	<b>97</b>	<b>125</b>
Early Resolution 1	Not duly made or withdrawn	5	5
	Out of jurisdiction (discretionary)	4	5
	Out of jurisdiction (non-discretionary)	16	21
	Outcome not achievable	5	11
	Premature	18	19
	Resolved	8	8
	<b>Total</b>	<b>56</b>	<b>69</b>
Early Resolution 2	Fully upheld	0	0
	Some upheld	0	0
	Not upheld	0	0
	Not duly made or withdrawn	0	0
	Resolved	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>
Investigation 1	Fully upheld	9	9
	Some upheld	5	5
	Not upheld	12	13
	Not duly made or withdrawn	0	0
	Resolved	6	6
	<b>Total</b>	<b>32</b>	<b>33</b>
Investigation 2	Fully upheld	0	0
	Some upheld	1	1
	Not upheld	0	0
	<b>Total</b>	<b>1</b>	<b>1</b>
<b>Total Complaints</b>		<b>186</b>	<b>228</b>

Total Premature Complaints	94	118
Premature Rate	50.5%	51.8%

Fit for SPSO Total (ER2, Inv1 & Inv2)	33	34
Total complaints upheld (fully or partly)	15	15
Uphold Rate (Upheld % total Fit for SPSO)	45.5%	44.1%

**Business Stream Complaints Determined 2014-15**

Stage	Outcome Group	Business Stream	Sector 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Advice	Not duly made or withdrawn	29	40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
	<b>Total</b>	<b>124</b>	<b>173</b>
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
	<b>Total</b>	<b>50</b>	<b>65</b>
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
	<b>Total</b>	<b>13</b>	<b>17</b>
Investigation 1	Fully upheld	11	11
	Some upheld	5	6
	Not upheld	7	8
	Not duly made or withdrawn	0	0
	Resolved	0	0
	<b>Total</b>	<b>23</b>	<b>25</b>
Investigation 2	Fully upheld	1	1
	Some upheld	0	1
	Not upheld	0	0
	<b>Total</b>	<b>1</b>	<b>2</b>
<b>Total Complaints</b>		<b>211</b>	<b>282</b>

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%