

Business Stream Complaints Received 2016-17

Subject Group	Business Stream	Rank	as % of BS total	Sector Total	Rank	as % of Water total
Billing and Charging	113	1	94.2%	139	1	79.9%
Waste Water	2	2=	1.7%	10	2	5.7%
Customer Service	2	2=	1.7%	9	3	5.2%
Water Supply	1	4=	0.8%	8	4	4.6%
New Connections	1	4=	0.8%	1	6=	0.6%
Environmental Concerns	0	-	0.0%	2	5	1.1%
Other	0	-	0.0%	1	6=	0.6%
Subject Unknown or Out Of Jurisdiction	1	-	0.8%	4	-	2.3%
Total	120		100.0%	174		100.0%

Complaints as % of sector

69.0%

100.0%

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	130.0%	167	1	96.0%
Water Supply	11	2	9.2%	24	2	13.8%
New Connections	3	3	2.5%	9	3	5.2%
Environmental Concerns	2	4	1.7%	3	6	1.7%
Customer Service	1	5	0.8%	4	5	2.3%
Waste Water	0	-	0.0%	7	4	4.0%
Other	0	-	0.0%	2	7	1.1%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	1	-	0.6%
Total	173		100.0%	217		100.0%

Complaints as % of sector

79.72%

100.0%

Water Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Business Stream	Total
Advice	Not duly made or withdrawn	17	25
	Premature	38	69
	Total	55	94
Early Resolution	Not duly made or withdrawn	2	3
	Out of jurisdiction (discretionary)	5	5
	Out of jurisdiction (non-discretionary)	22	27
	Outcome not achievable	3	4
	Premature	2	2
	Proportionality	8	9
	Total	52	60
Investigation	Fully upheld	6	8
	Some upheld	4	4
	Not upheld	4	5
	Not duly made or withdrawn	1	1
	Total	17	20
Total Complaints		124	174

Total Premature Complaints	40	71
Premature Rate	32.3%	40.8%

Fit for SPSO Total (Investigations)	17	20
Total complaints upheld (fully or some upheld)	10	12
Uphold Rate (Upheld % total Fit for SPSO)	58.8%	60.0%

Stage	Outcome Group	2015-16	
		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Advice	Not duly made or withdrawn	20	24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
	Total	97	125
Early Resolution 1	Not duly made or withdrawn	5	5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
	Total	56	69
Early Resolution 2	Fully upheld	0	0
	Some upheld	0	0
	Not upheld	0	0
	Not duly made or withdrawn	0	0
	Total	0	0
Investigation 1	Fully upheld	9	9
	Some upheld	5	5
	Not upheld	12	13
	Not duly made or withdrawn	0	0
	Total	32	33
Investigation 2	Fully upheld	0	0
	Some upheld	1	1
	Total	1	1
Total Complaints		186	228

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%