

## Water Complaints Received 2018-19

No complaints received in 2018-19

## Water Complaints Received 2017-18

Subject Group	2017-18					
	Blue Business Water Ltd	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Customer Service	1	1	100.00%	3	4	3.16%
Billing and Charging	0	-	0.00%	61	1	64.21%
Water Supply	0	-	0.00%	13	2	13.68%
Waste Water	0	-	0.00%	5	3	5.26%
New Connections	0	-	0.00%	2	5	2.11%
Environmental Concerns	0	-	0.00%	1	6=	1.05%
Other	0	-	0.00%	1	6=	1.05%
Subject Unknown or Out Of Jurisdiction	0	-	0.00%	9	-	9.47%
<b>Total</b>	<b>1</b>		<b>100.00%</b>	<b>95</b>		<b>100.00%</b>
<i>Complaints as % of sector</i>	1.1%			100.0%		

## Water Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Blue Business Water Ltd	Sector Total
Advice	Not duly made or withdrawn	0	32
	Premature	0	49
	<b>Total</b>	<b>0</b>	<b>81</b>
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	5
	Premature	0	3
	Proportionality	0	22
	Resolved	0	11
	<b>Total</b>	<b>0</b>	<b>49</b>
Investigation	Fully upheld	0	4
	Some upheld	0	2
	Not upheld	1	5
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>12</b>
<b>Total Complaints</b>		<b>1</b>	<b>142</b>

<i>Total Premature Complaints</i>	0	52
<i>Premature Rate</i>	0.0%	36.6%
<i>Total Investigation Decisions</i>	1	11
<i>Total Upholds</i>	0	6
<i>Uphold Rate</i>	0.0%	54.5%

## Water Complaints Determined 2017-18

No complaints determined in 2017-18