

Compliments and Complaints

Compliments

Month	Total
April	
May	3
June	9
July	6
August	8
September	9
October	
Total YTD	35

Month	Total	Delay	Info not received	Charges /fees	Late payment	ABS error	Incorrect figures/information	Unhappy with Regulations	Abatement	User error/HOL or website	Member expectations not met	Dispute over amount
April	9	4	1		1	1	1			1		
May	15	8	1		1					1	1	
June	9	4	1				1				3	
July	6	4			1					1		
August	8	3					1				2	2
September	9	4		1						1	1	2
October	6	3								1	2	
Total YTD	62	30	3	1	3	1	3	0	0	5	9	4