

Second Place for Good Energy in Which? Annual Survey

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Renewable energy supplier and generator Good Energy has secured a strong second place in the latest Which? energy company customer satisfaction survey.

The company has consistently won high ratings in the annual *Which?* energy company customer satisfaction survey, coming top in three out of the last four years.

"We're really pleased with this result," said Good Energy CEO and founder, Juliet Davenport OBE. "This latest Which? survey shows we've delivered yet another great performance in 2014, stretching our track record of excellence. What other energy company can say they've been in the top two in the league for four years running?"

She added: "2014 was a year of rapid customer growth for us with electricity customer numbers rising by around 37% and gas customers by around 60%. At the same time, we saw our Feed-in Tariff customer numbers go up by around 26% and this all put a huge amount of pressure on our customer service team.

"The fact that we managed to maintain the rating of 82% against this backdrop is testament to the sheer hard work, energy and commitment of our small but growing team!"

The Wiltshire-based company, which provides 100% renewable electricity, missed out on the top slot by just two per cent but maintained the same high score of 82% that it won in 2014.

"Our consistently high performance over the last few years reflects our commitment to always keep the customer at the heart of everything we do," said Juliet.

"What the Which? survey does highlight is something we already know: that there is still room for improvement. We're really keen to do more to make our service even better for customers and intend to continue to focus on making our customer service 'best in class'. We're already setting our sights on next year's energy company crown!

"Which? says the smaller suppliers are 'wiping the floor' with the big six' showing yet again that there's never been a better time to switch energy provider."

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About Good Energy www.goodenergy.co.uk

Good Energy is a fast-growing 100% renewable electricity supply company, offering value for money and award-winning customer service. An AIM-listed PLC, and founder member of the Social Stock Exchange, our mission is to support change in the energy market, address climate change and boost energy security. Good Energy matches over the course of a year all the electricity its customers use with power from renewable sources. Good Energy has consistently been ranked first or second in Which? energy company customer satisfaction surveys in each of the past four years.

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