

Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

October to December 2024 performance

In 2008, Ofgem introduced new complaint handling standards in line with the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

Utility Warehouse aims for the highest standards in customer service. However, there may be occasions when our customers may wish to complain (the industry regulator calls these “an expression of dissatisfaction”). Some examples of customer complaints could be:

- Not understanding a letter that we have sent to them
- Asking for information on submitting a meter reading
- Querying direct debit payments

We aim to resolve any complaint to the customer’s full satisfaction the first time it is raised with us. Between 01 October 2024 and 31 December 2024 we received 24,883 expressions of dissatisfaction from our domestic customers, of which 17,817 (84.40%) were resolved within one working day and 3,293 (15.60%) could not be resolved on the same day or the next working day after being received.

Delays to complaint resolution generally occur when the complaint requires investigation in more detail or more information is required from another party in order to ensure that the complaint is dealt with to the standard that our customers expect.

Top reasons for customer complaints:

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|--------------------------|--------|
| Customer service | 32.77% |
| Billing | 31.88% |
| Smart meter installation | 10.18% |
| Sales and marketing | 3.91% |
| Prepayment | 3.07% |

October to December 2024:

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|---|--------|
| Number of complaints opened | 24,883 |
| Number of complaints opened per 100,000 customers | 1,458 |
| Number of complaints resolved | 17,817 |
| Number of complaints resolved per 100,000 customers | 1,239 |
| % of complaints resolved < day+1 | 84.40% |
| % of complaints resolved within 8 weeks | 99.72% |

If you need to complain to Utility Warehouse, you can find details of how to do so at uw.link/complaints