Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

July to September 2026 performance

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

We aim to resolve any complaint to the customer's full satisfaction the first time it is raised with us. Some complaints may take longer to resolve where they require further investigation or additional information from another party in order to ensure that the complaint is dealt with to the standard that our customers expect.

Between 01 July 2026 and 30 September 2026 we received 29,547 expressions of dissatisfaction from our domestic customers,

Top reasons for customer complaints:

Customer service	39.63%
Billing	31.67%
Smart meter installation	6.52%
Payments	5.50%
Pricing	3.05%

July to September 2026:

Number of complaints opened	29,547
Number of complaints opened per 100,000 customers	1,660
Number of complaints resolved	23,674
Number of complaints resolved per 100,000 customers	1,330
% of complaints resolved < day+1	77.27%
% of complaints resolved within 8 weeks	99.45%

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