

# Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

## January to March 2026 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. 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.

Between 01 January 2026 and 31 March 2026 we received 35,829 expressions of dissatisfaction from our domestic customers.

### Top reasons for customer complaints:

Customer service	38.35%
Billing	32.63%
Smart meter installation	7.59%
Payments	4.56%
Pricing	3.17%

### January to March 2026:

Number of complaints opened	35,829
Number of complaints opened per 100,000 customers	2,042
Number of complaints resolved	24,209
Number of complaints resolved per 100,000 customers	1,668
% of complaints resolved < day+1	82.75%
% of complaints resolved within 8 weeks	99.61%

If you need to complain to Utility Warehouse, you can find out how to do so at [uw.link/complaints](https://www.utilitywarehouse.com/links/complaints)