












At a glance complaints data Q4, October - December 2021



Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

Utility Warehouse Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
7.78	85	11.08	129

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 5.13 	Billing 6.96 	Billing £64 	disputed gas or electricity usage
Smart Meters 1.10 	Smart Meters 1.19 	Smart Meters £116 	Disputed account balance
Customer Service 0.46 	Standard Meters 0.82 	Standard Meters £182 	Estimated billing/readings
Other 1.09 	Other 2.11 		

£ Financial	 Non-Financial	£  Both	X No Action
0	1.83	6.69	0

79%
of awards with a financial element