












At a glance complaints data Q2, April - June 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 *
10.2	104	11.48	120

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 6.57 	Billing 7.16 	Billing £56 	disputed gas or electricity usage
Customer Service 0.98 	Smart Meters 0.88 	Smart Meters £41 	Incorrect opening/closing meter readings
Sales 0.59 	Payments 0.69 	Payments £124 	Disputed account balance
Other 2.06 	Other 2.75 		

£ Financial	Non-Financial	£ Both	X No Action
0	0.98	3.14	0

76%
of awards with a financial element