

At a glance complaints data Q1, January - March 2020

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

* These are actual complaint figures

Shell Energy (formerly First Utility)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
28.76	396	26.51	365

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 6.54	Billing 12.27	Billing £119	1. disputed gas or electricity usage 2. Disputed account balance 3. Incorrect opening/closing meter readings
Smart Meters 1.09	Smart Meters 3.34	Smart Meters £90	
Sales 0.87	Payments 1.6	Payments £36	
Other 20.26	Other 9.3		

£ Financial	Non-Financial	£ Both	X No Action
0.44	0.94	15.76	1.09

95%
of awards with a financial element