












At a glance complaints data Q2, April - June 2019

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

* These are actual complaint figures

Utility Warehouse PLC

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
13.26	132	16.78	167

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints	
Billing	5.53 	Billing	6.93 	Billing	£88 	1. Disputed gas or electricity usage	
Standard Meters	1 	Smart Meters	1.41 	Smart Meters	£68 	2. Disputed account balance	
Smart Meters	0.8 	Standard Meters	1.41 	Standard Meters	£256 	3. Billing Delays	
Other	5.93 	Other	7.03 				

£ Financial	 Non-Financial	£  Both	X No Action
0.3	1.41	9.65	0.7

88%
of awards with a financial element