












At a glance complaints data Q3, July - September 2022

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

* These are actual complaint figures

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
61.46	4,040	37.15	3,467

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 36.38 	Billing 21.15 	Billing £68 	disputed gas or electricity usage
Smart Meters 6.85 	Smart Meters 4.90 	Smart Meters £72 	Disputed account balance
Customer Service 6.19 	Customer Service 3.84 	Customer Service £66 	Estimated billing/readings
Other 12.05 	Other 7.26 		

£ Financial	Non-Financial	£ Both	X No Action
0.33	1.31	37.26	0

97%
of awards with a financial element

