












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

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
34.091	17836.000	35.039	18,332

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing	20.155 	Billing	20.358 	£57 	disputed gas or electricity usage
Smart Meters	3.198 	Customer Service	3.515 	£51 	Disputed account balance
Customer Service	3.188 	Smart Meters	3.370 	£58 	Estimated billing/readings
Other	7.550 	Other	7.796 		

£ Financial	 Non-Financial	£  Both	X No Action
0.75	1.01	16.44	0.00

94%
of awards with a financial element