

At a glance complaints data Q3, July - September 2019

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

* These are actual complaint figures

British Gas

| Complaints Accepted | Total Complaints Accepted * | Complaints Resolved | Total Complaints Resolved * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 14.08 | 1,666 | 12.52 | 1,481 |

| Complaints Accepted (Top Complaint Types) | Complaints Resolved (Top Complaint Types) | Average Award (Top Complaint Types) | Top Three Billing Complaints |
|---|---|---------------------------------------|--|
| Billing 5.99 | Billing 5.34 | Billing £103 | 1. Disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter |
| Customer Service 1.17 | Customer Service 1.12 | Customer Service £84 | |
| Smart Meters 0.74 | Transfers 0.65 | Transfers £76 | |
| Other 6.18 | Other 5.41 | | |

| £ Financial | Non-Financial | £ Both | X No Action |
|-------------|---------------|--------|-------------|
| 0.08 | 0.38 | 6.28 | 0.49 |

94%
of awards with a financial element