

At a glance complaints data Q3, July - September 2020

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 *
7.76	78	5.57	56

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 2.29	Billing 3.78	Billing £64	1. disputed gas or electricity usage
Smart Meters 0.4	Smart Meters 0.5	Smart Meters £40	2. Disputed account balance
Standard Meters 0.3	Standard Meters 0.2	Standard Meters £71	3. Estimated Readings
Other 4.77	Other 1.09		

£ Financial	Non-Financial	£ Both	X No Action
0	1.39	2.69	1.29

66%
of awards with a financial element