

At a glance complaints data Q2, April - June 2020

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

* These are actual complaint figures

Shell Energy (formerly First Utility)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
18.25	258	20.09	284

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 3.47	Billing 10.4	Billing £110	1. disputed gas or electricity usage 2. Disputed account balance 3. Incorrect opening/closing meter readings
Transfers 0.57	Smart Meters 1.7	Smart Meters £67	
Smart Meters 0.5	Payments 1.49	Payments £55	
Other 13.71	Other 6.5		

£ Financial	 Non-Financial	£  Both	X No Action
0.21	0.85	11.53	1.63

93%
of awards with a financial element