












# At a glance complaints data Q2, April - June 2019

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

\* These are actual complaint figures

## Ovo

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
12.28	282	8.84	203

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	7.49 	Billing	4.88 	Billing	£46 	1. Disputed gas or electricity usage
Smart Meters	0.91 	Smart Meters	0.78 	Smart Meters	£54 	2. Billing Delays
Transfers	0.61 	Transfers	0.44 	Transfers	£59 	3. Estimated billing/readings
Other	3.27 	Other	2.74 			

£ Financial	 Non-Financial	£  Both	X No Action
0.17	0.57	5.66	2

91%  
of awards with a financial element