

At a glance complaints data Q1, October - December 2018

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 *
7.22	118	6.92	113

Complaints Accepted (Top Complaint Types)


Billing	3.31	
---------	------	---

Customer Service	0.73	
------------------	------	---

Transfers	0.49	
-----------	------	--

Other	2.69	
-------	------	---

Complaints Resolved (Top Complaint Types)

Billing	3.18	
---------	------	---

Smart Meters	0.86	
--------------	------	---

Customer Service	0.55	
------------------	------	--

Other	2.33	
-------	------	---

Average Award (Top Complaint Types)

Billing	£72	
---------	-----	---

Smart Meters	£66	
--------------	-----	---

Customer Service	£58	
------------------	-----	--

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Incorrect opening/closing meter readings
3. Billing Delays

£ Financial	 Non-Financial	£  Both	X No Action
0	0.12	4.9	0.18

98%
of awards with a financial element