

At a glance complaints data Q1, January - March 2021

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

\* These are actual complaint figures

## Utility Warehouse Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
12.36	126	9.22	102

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	7.55 	Billing	5.69 	Billing	£35 	disputed gas or electricity usage
Payments	1.08 	Smart Meters	1.08 	Smart Meters	£64 	Estimated billing/readings
Smart Meters	0.78 	Payments	0.49 	Payments	£16 	Disputed account balance
Other	2.95 	Other	1.96 			

£ Financial	 Non-Financial	£  Both	X No Action
0	4.41	3.53	0

44%  
of awards with a financial element