

At a glance complaints data Q1, January - March 2019












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 *
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#N/A	156	#N/A	118
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Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
#N/A	#N/A	#N/A	1. Disputed gas or electricity usage
#N/A 	#N/A 	£0 	2. Disputed account balance
#N/A 	#N/A 	£0 	3. Estimated billing/readings
#N/A 	#N/A 	£0 	
Other	Other		
#N/A 	#N/A 		

£ Financial	 Non-Financial	£  Both	X No Action	#N/A
#N/A	#N/A	#N/A	#N/A	of awards with a financial element