












At a glance complaints data Q1, January - March 2020

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

* These are actual complaint figures

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
9.17	692	7.01	590

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 4.66 	Billing 3.66 	Billing £36 	disputed gas or electricity usage Disputed account balance Failure to issue refund/credit
Other 1.39 	Smart Meters 0.81 	Smart Meters £54 	
Payments 0.90 	Customer Service 0.82 	Customer Service £43 	
Other 2.22 	Other 1.73 		

£ Financial	 Non-Financial	£  Both	X No Action
0.26	0.28	4.01	0.93

94%
of awards with a financial element

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