












At a glance complaints data Q2, April - June 2022



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 *
52.68	3,514	37.15	3,041

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	28.66 	Billing	21.15 	Billing	£37 	disputed gas or electricity usage
Smart Meters	6.34 	Smart Meters	4.90 	Smart Meters	£40 	Disputed account balance
Payments	5.56 	Customer Service	3.84 	Customer Service	£36 	Billed to incorrect meter
Other	12.12 	Other	7.26 			

£ Financial	 Non-Financial	£  Both	X No Action
0.21	0.87	21.92	0

96%
of awards with a financial element

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