












At a glance complaints data Q2, April - June 2021

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

* These are actual complaint figures

Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
20.22	2,230	17.01	2,312

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 10.95 	Billing 8.93 	Billing £48 	disputed gas or electricity usage
Payments 2.39 	Customer Service 2.18 	Customer Service £42 	Disputed account balance
Customer Service 2.29 	Payments 1.91 	Payments £37 	Incorrect opening/closing meter readings
Other 4.60 	Other 3.99 		

£ Financial	 Non-Financial	£  Both	X No Action
0.2	0.43	7.91	0

95%
of awards with a financial element