

At a glance complaints data Q2, April - June 2019





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

* These are actual complaint figures





Shell Energy (formerly First Utility)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
23.36	361	23.61	365


Complaints Accepted (Top Complaint Types)

Billing	9.96	
Transfers	1.36	
Smart Meters	1.29	
Other	10.75	

Complaints Resolved (Top Complaint Types)

Billing	10.8	
Smart Meters	1.16	
Customer Service	1.1	
Other	10.55	

Average Award (Top Complaint Types)

Billing	£82	
Smart Meters	£95	
Customer Service	£61	

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Billing Delays

£ Financial	 Non-Financial	£  Both	X No Action
0.52	1.36	15.07	1.36

92%
of awards with a financial element