












# At a glance complaints data Q3, July - September 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 *
11.27	804	7.29	556

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 6.01 	<b>Billing</b> 4.35 	<b>Billing</b> £35 	disputed gas or electricity usage
<b>Other</b> 1.74 	<b>Smart Meters</b> 0.76 	<b>Smart Meters</b> £43 	Disputed account balance
<b>Payments</b> 1.40 	<b>Payments</b> 0.59 	<b>Payments</b> £13 	Incorrect opening/closing meter readings
<b>Other</b> 2.12 	<b>Other</b> 1.60 		

£ Financial	 Non-Financial	£  Both	X No Action
0.34	0.39	4.3	0.74

92%  
of awards with a financial element

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