












At a glance complaints data Q1, January - March 2019

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

* These are actual complaint figures

Ovo

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
7.37	175	6.57	156

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 3.11 	Billing 3.07 	Billing £81 	1. Disputed gas or electricity usage 2. Billing Delays 3. Disputed account balance
Smart Meters 0.63 	Smart Meters 0.46 	Smart Meters £93 	
Transfers 0.38 	Transfers 0.46 	Transfers £55 	
Other 3.25 	Other 2.58 		

£ Financial	Non-Financial	£ Both	X No Action
0	0.08	4.25	0.25

98%
of awards with a financial element