

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





Co-Op Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
32.11	142	34.37	152

Complaints Accepted (Top Complaint Types)

Billing	17.19	
Smart Meters	2.26	
Standard Meters	1.58	
Other	11.08	

Complaints Resolved (Top Complaint Types)

Billing	17.41	
Standard Meters	2.49	
Transfers	2.26	
Other	12.21	

Average Award (Top Complaint Types)

Billing	£76	
Standard Meters	£92	
Transfers	£58	

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Billed to incorrect meter

£ Financial	 Non-Financial	£  Both	X No Action
0.45	3.62	23.29	4.07

87%
of awards with a financial element