












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

## Shell Energy (formerly First Utility)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
29.73	412	32.9	456

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 11.04 	<b>Billing</b> 14.86 	<b>Billing</b> £80 	1. Disputed gas or electricity usage 2. Disputed account balance 3. Incorrect opening/closing meter readings
<b>Customer Service</b> 1.52 	<b>Transfers</b> 1.88 	<b>Transfers</b> £75 	
<b>Transfers</b> 1.23 	<b>Standard Meters</b> 1.8 	<b>Standard Meters</b> £104 	
<b>Other</b> 15.94 	<b>Other</b> 14.36 		

£ Financial	Non-Financial	£ Both	X No Action
0.29	1.01	16.74	0.51

94%  
of awards with a financial element