












# At a glance complaints data Q4, October - December 2020



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

\* These are actual complaint figures

## Utility Warehouse Ltd

| Complaints Accepted | Total Complaints Accepted * | Complaints Resolved | Total Complaints Resolved * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 9.48                | 96                          | 7.8                 | 83                          |

| Complaints Accepted (Top Complaint Types) |  | Complaints Resolved (Top Complaint Types) |   | Average Award (Top Complaint Types) |  | Top Three Billing Complaints             |
|---|--|---|---|-------------------------------------|--|--|
| Billing                                   | 5.93    | Billing                                   | 4.94    | Billing                             | £36   | disputed gas or electricity usage        |
| Smart Meters                              | 1.09    | Smart Meters                              | 0.79     | Smart Meters                        | £81   | Incorrect opening/closing meter readings |
| Customer Service                          | 0.59   | Standard Meters                           | 0.79    | Standard Meters                     | £59  | Disputed account balance                 |
| Other                                     | 1.88  | Other                                     | 1.28  |                                     |  |  |

| £ Financial |  Non-Financial | £  Both | X No Action |
|-------------|---|--|-------------|
| 0           | 4.84  | 2.67   | 0.2         |

**36%**  
of awards with a financial element