

# 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

## Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
17.51	1,997	14.75	1,683

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>5.18</b>	<b>Billing</b> <b>6.33</b>	<b>Billing</b> <b>£70</b>	<b>1. disputed gas or electricity usage</b>  <b>2. Disputed account balance</b>  <b>3. Billed to incorrect meter</b>
<b>Payments</b> <b>1.2</b>	<b>Payments</b> <b>1.45</b>	<b>Payments</b> <b>£55</b>	
<b>Customer Service</b> <b>0.92</b>	<b>Customer Service</b> <b>1.14</b>	<b>Customer Service</b> <b>£64</b>	
<b>Other</b> <b>10.21</b>	<b>Other</b> <b>5.83</b>		

£ Financial	Non-Financial	£ Both	X No Action
0.08	0.68	8.81	1.32

**93%**  
of awards with a financial element