

# At a glance complaints data Q3, July - September 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 *
39.56	168	28.96	123

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>17.19</b>	<b>Billing</b> <b>13.66</b>	<b>Billing</b> <b>£94</b>	<b>1. Disputed account balance</b>  <b>2. Disputed gas or electricity usage</b>  <b>3. Incorrect opening/closing meter readings</b>
<b>Smart Meters</b> <b>5.65</b>	<b>Smart Meters</b> <b>3.53</b>	<b>Smart Meters</b> <b>£59</b>	
<b>Standard Meters</b> <b>3.06</b>	<b>Standard Meters</b> <b>1.65</b>	<b>Standard Meters</b> <b>£157</b>	
<b>Other</b> <b>13.66</b>	<b>Other</b> <b>10.12</b>		

£ Financial	Non-Financial	£ Both	X No Action
0	1.65	19.78	1.41

**92%**  
of awards with a financial element