












At a glance complaints data Q1, January - March 2022

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

* These are actual complaint figures

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
51.88	3,461	33.77	2,664

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 31.43 	Billing 19.23 	Billing £59 	disputed gas or electricity usage Disputed account balance Billed to incorrect meter
Smart Meters 5.70 	Smart Meters 4.14 	Smart Meters £65 	
Customer Service 5.34 	Customer Service 3.55 	Customer Service £56 	
Other 9.41 	Other 6.85 		

£ Financial	 Non-Financial	£  Both	X No Action
0.45	1.33	28.15	0

96%
of awards with a financial element

