

At a glance complaints data Q2, April - June 2020

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

* These are actual complaint figures

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
20.88	10,561	19.36	9,790

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 2.65	Billing 9.29	Billing £102	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Transfers 0.36	Smart Meters 1.41	Smart Meters £83	
Customer Service 0.32	Customer Service 1.27	Customer Service £90	
Other 17.55	Other 7.39		

£ Financial	 Non-Financial	£  Both	X No Action
0.16	0.73	11.07	1.18

94%
of awards with a financial element