

## At a glance complaints data Q1, January - March 2020

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

\* These are actual complaint figures

### Utility Warehouse PLC

| Complaints Accepted | Total Complaints Accepted * | Complaints Resolved | Total Complaints Resolved * |
|---------------------|-----------------------------|---------------------|-----------------------------|
|---------------------|-----------------------------|---------------------|-----------------------------|

|       |     |       |     |
|-------|-----|-------|-----|
| 13.31 | 135 | 10.75 | 109 |
|-------|-----|-------|-----|

#### Complaints Accepted (Top Complaint Types)

#### Complaints Resolved (Top Complaint Types)

#### Average Award (Top Complaint Types)

#### Top Three Billing Complaints

|         |      |
|---------|------|
| Billing | 2.76 |
|---------|------|

|         |      |
|---------|------|
| Billing | 5.22 |
|---------|------|

|         |     |
|---------|-----|
| Billing | £78 |
|---------|-----|

1. disputed gas or electricity usage

|              |      |
|--------------|------|
| Smart Meters | 1.28 |
|--------------|------|

|              |      |
|--------------|------|
| Smart Meters | 1.58 |
|--------------|------|

|              |     |
|--------------|-----|
| Smart Meters | £48 |
|--------------|-----|

2. Disputed account balance

|                  |      |
|------------------|------|
| Customer Service | 0.49 |
|------------------|------|

|                  |      |
|------------------|------|
| Customer Service | 0.69 |
|------------------|------|

|                  |     |
|------------------|-----|
| Customer Service | £81 |
|------------------|-----|

3. Incorrect opening/closing meter readings

|       |      |
|-------|------|
| Other | 8.78 |
|-------|------|

|       |      |
|-------|------|
| Other | 3.26 |
|-------|------|

| £ Financial | Non-Financial | £ Both | X No Action |
|-------------|---------------|--------|-------------|
| 0           | 0.99          | 5.72   | 1.18        |

85%  
of awards with a financial element