

At a glance complaints data Q4, October - December 2019

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

* These are actual complaint figures

Ovo

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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15.19	318	15.86	332
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Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	3.82
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Billing	9.36
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Billing	£62
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1. Disputed account balance

Smart Meters	0.72
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Customer Service	1.43
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Customer Service	£75
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2. Failure to issue refund/credit

Customer Service	0.53
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Smart Meters	1.29
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Smart Meters	£69
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3. disputed gas or electricity usage

Other	10.12
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Other	3.78
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£ Financial	Non-Financial	£ Both	X No Action
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0.19	0.57	8.7	2.77
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94%

of awards with a financial element