

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

Ovo

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
14.07	311	12.76	282

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 7.87	Billing 8.01	Billing £52	1. Failure to issue refund/credit 2. Disputed gas or electricity usage 3. Failure to refund credit balance from closed account
Customer Service 1.27	Customer Service 0.68	Customer Service £56	
Transfers 0.81	Smart Meters 0.68	Smart Meters £101	
Other 4.12	Other 3.39		

£ Financial	Non-Financial	£ Both	X No Action
0.05	0.59	6.65	1.36

92%
of awards with a financial element