

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

Utility Warehouse PLC

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
11.86	120	11.47	116

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 2.08	Billing 5.73	Billing £129	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Customer Service 0.3	Customer Service 0.79	Customer Service £56	
Payments 0.1	Feed in Tariff 0.4	Feed in Tariff £30	
Other 9.38	Other 4.55		

£ Financial	Non-Financial	£ Both	X No Action
0.1	0.89	4.65	0.59

84%
of awards with a financial element