

At a glance complaints data Q3, July - September 2018

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 *
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12.3

118

10.84

104


Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	8.76	
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Billing	8.03	
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Billing	£79	
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1. Disputed gas or electricity usage


Standard Meters	1.15	
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Standard Meters	0.94	
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Standard Meters	£254	
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2. Disputed account balance

Payments	0.73	
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Payments	0.73	
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Payments	£46	
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3. Disputed responsibility for bill or part of the bill

Other	1.66	
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Other	1.14	
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£ Financial	 Non-Financial	£  Both	X No Action
0.63	2.19	7.3	0.63

78%
of awards with a financial element