

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

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
27.47	14,442	23.74	12,479

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 4.78	Billing 10.38	Billing £104	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Smart Meters 0.86	Smart Meters 1.5	Smart Meters £86	
Customer Service 0.65	Customer Service 1.38	Customer Service £93	
Other 21.18	Other 10.48		

£ Financial	Non-Financial	£ Both	X No Action
0.21	0.81	12.32	1.33

94%
of awards with a financial element