












At a glance complaints data Q1, January - March 2021

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 *
33.69	17,626	28.46	14,891

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 18.95 	Billing 16.55 	Billing £42 	disputed gas or electricity usage
Customer Service 3.31 	Customer Service 2.72 	Customer Service £39 	Disputed account balance
Smart Meters 3.13 	Smart Meters 2.47 	Smart Meters £41 	Estimated billing/readings
Other 8.30 	Other 6.72 		

£ Financial	Non-Financial	£ Both	X No Action
0.03	7.42	11.75	0.03

61%
of awards with a financial element