

# 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

## Utility Warehouse PLC

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
13.96	140	14.66	147

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>5.29</b>	<b>Billing</b> <b>5.88</b>	<b>Billing</b> <b>£133</b>	<b>1. Disputed gas or electricity usage</b>  <b>2. Disputed account balance</b>  <b>3. Estimated billing/readings</b>
<b>Customer Service</b> <b>0.9</b>	<b>Smart Meters</b> <b>0.9</b>	<b>Smart Meters</b> <b>£106</b>	
<b>Smart Meters</b> <b>0.6</b>	<b>Customer Service</b> <b>0.8</b>	<b>Customer Service</b> <b>£71</b>	
<b>Other</b> <b>7.17</b>	<b>Other</b> <b>7.08</b>		

£ Financial	Non-Financial	£ Both	X No Action
0.2	0.5	5.19	0.2

**92%**  
of awards with a financial element