

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

Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
18.29	2,135	15.3	1,786

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 3.71	Billing 6.7	Billing £89	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Payments 0.84	Payments 1.55	Payments £75	
Customer Service 0.69	Customer Service 1.16	Customer Service £77	
Other 13.05	Other 5.89		

£ Financial	Non-Financial	£ Both	X No Action
0.03	0.54	8.42	1.21

94%
of awards with a financial element