












At a glance complaints data Q3, July - September 2022

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 *
32.14	4,065	13.38	3,379

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 18.06 	Billing 6.67 	Billing £75 	disputed gas or electricity usage
Smart Meters 4.31 	Smart Meters 1.67 	Smart Meters £62 	Disputed account balance
Customer Service 3.73 	Customer Service 1.97 	Customer Service £64 	Clarity of Bill
Other 6.04 	Other 3.07 		

£ Financial	 Non-Financial	£  Both	X No Action
0.35	0.85	16.72	0

95%
of awards with a financial element