












At a glance complaints data Q4, October - December 2020



Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
14.65	1,019	11.22	874

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	7.82 	Billing	6.05 	Billing	£38 	disputed gas or electricity usage
Smart Meters	1.71 	Smart Meters	1.39 	Smart Meters	£48 	Disputed account balance
Customer Service	1.29 	Payments	1.06 	Payments	£41 	Estimated billing/readings
Other	3.82 	Other	2.71 			

£ Financial	 Non-Financial	£  Both	X No Action
0.01	3.22	7.39	0.01

70%
of awards with a financial element

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