












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

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
34.0235	17,626	28.7441	14,891

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 19.14 	Billing 16.72 	Billing £42 	disputed gas or electricity usage
Customer Service 3.34 	Customer Service 2.74 	Customer Service £39 	Disputed account balance
Smart Meters 3.16 	Smart Meters 2.50 	Smart Meters £41 	Estimated billing/readings
Other 8.38 	Other 6.79 		

£ Financial	Non-Financial	£ Both	X No Action
0.03	7.49	11.87	0.03

61%
of awards with a financial element