

At a glance complaints data Q3, July - September 2020

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

* These are actual complaint figures

Shell Energy (formerly First Utility)

| Complaints Accepted | Total Complaints Accepted * | Complaints Resolved | Total Complaints Resolved * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 25.29 | 400 | 16.44 | 260 |

| Complaints Accepted (Top Complaint Types) | Complaints Resolved (Top Complaint Types) | Average Award (Top Complaint Types) | Top Three Billing Complaints |
|---|---|---------------------------------------|---|
| Billing 7.21 | Billing 8.16 | Billing £86 | 1. disputed gas or electricity usage 2. Disputed account balance 3. Disputed responsibility for bill or part of the bill |
| Payments 1.14 | Customer Service 0.95 | Customer Service £73 | |
| Customer Service 0.76 | Smart Meters 0.95 | Smart Meters £114 | |
| Other 16.18 | Other 6.38 | | |

| £ Financial | Non-Financial | £ Both | X No Action |
|-------------|---------------|--------|-------------|
| 0.13 | 0.95 | 10.12 | 1.52 |

92%
of awards with a financial element