

At a glance complaints data Q3, July - September 2018

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

* These are actual complaint figures

Ovo

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
---------------------	-----------------------------	---------------------	-----------------------------

7.96

130

6.67

109

Complaints Accepted (Top Complaint Types)

Billing

4.47



Complaints Accepted (Top Complaint Types)

Smart Meters

0.92



Complaints Accepted (Top Complaint Types)

Transfers

0.73



Complaints Accepted (Top Complaint Types)

Other

1.84



Complaints Resolved (Top Complaint Types)

Billing

3.73



Complaints Resolved (Top Complaint Types)

Standard Meters

0.73



Complaints Resolved (Top Complaint Types)

Customer Service

0.55



Complaints Resolved (Top Complaint Types)

Other

1.66



Average Award (Top Complaint Types)

Billing

£65



Average Award (Top Complaint Types)

Standard Meters

£78



Average Award (Top Complaint Types)

Customer Service

£23



Top Three Billing Complaints

1. Disputed account balance

2. Billing Delays

3. Disputed gas or electricity usage

£ Financial	Non-Financial	£ Both	X No Action
-------------	---------------	--------	-------------

0.06

0.67

5.69

0.37

90%

of awards with a financial element