












# 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

## First Utility

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
26.46	380	27.3	392

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	14.62 	Billing	16.09 	£104 		1. Disputed gas or electricity usage
Transfers	2.44 	Transfers	2.37 	£61 		2. Disputed account balance
Customer Service	1.95 	Standard Meters	2.02 	£124 		3. Billing Delays
Other	7.45 	Other	6.82 			

£ Financial	 Non-Financial	£  Both	X No Action
0.56	1.6	22.28	2.85

93%  
of awards with a financial element