

# At a glance complaints data Q4, October - December 2019

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 *
29.04	415	32.68	467

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 6.16	<b>Billing</b> 16.8	<b>Billing</b> £86	1. disputed gas or electricity usage  2. Disputed account balance  3. Incorrect opening/closing meter readings
<b>Smart Meters</b> 1.82	<b>Smart Meters</b> 3.5	<b>Smart Meters</b> £71	
<b>Payments</b> 1.12	<b>Payments</b> 2.24	<b>Payments</b> £53	
<b>Other</b> 19.94	<b>Other</b> 10.14		

£ Financial	Non-Financial	£ Both	X No Action
0.42	0.98	17.43	2.66

95%  
of awards with a financial element