












At a glance complaints data Q1, January - March 2021

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

* These are actual complaint figures

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
22	1,506	13.15	1,086

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	12.05 	Billing	7.01 	Billing	£33 	disputed gas or electricity usage
Smart Meters	2.53 	Smart Meters	1.50 	Smart Meters	£44 	Disputed account balance
Customer Service	2.16 	Customer Service	1.17 	Customer Service	£28 	Estimated billing/readings
Other	5.26 	Other	3.46 			

£ Financial	Non-Financial	£ Both	X No Action
0.06	4.95	7.2	0.01

59%
of awards with a financial element

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