












At a glance complaints data Q3, July - September 2021

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

* These are actual complaint figures

Shell Energy Retail Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
27.06	460	20.53	395

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 16.18 	Billing 12.12 	Billing £38 	disputed gas or electricity usage
Smart Meters 6.22 	Payments 2.00 	Payments £23 	Disputed account balance
Payments 6.79 	Smart Meters 1.94 	Smart Meters £32 	Estimated billing/readings
Other -2.13 	Other 4.47 		

£ Financial	 Non-Financial	£  Both	X No Action
0.24	0.71	11.29	0

94%
of awards with a financial element