

At a glance complaints data Q1, October - December 2018

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

* These are actual complaint figures

Utility Warehouse PLC

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
11.78	113	13.03	125

Complaints Accepted (Top Complaint Types)


Billing	6.67	
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Customer Service	0.73	
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Transfers	0.73	
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Other	3.65	
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Complaints Resolved (Top Complaint Types)

Billing	8.45	
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Standard Meters	0.94	
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Customer Service	0.73	
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Other	2.91	
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Average Award (Top Complaint Types)

Billing	£75	
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Standard Meters	£142	
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Customer Service	£79	
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Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Estimated billing

£ Financial	 Non-Financial	£  Both	X No Action
0.31	1.04	8.76	1.04

90%
of awards with a financial element