












At a glance complaints data Q4, October - December 2021

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

* These are actual complaint figures

Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
17.69	2,076	16.65	2,391

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 8.86 	Billing 8.33 	Billing £70 	disputed gas or electricity usage Disputed account balance Billed to incorrect meter
Customer Service 2.33 	Smart Meters 2.11 	Smart Meters £64 	
Smart Meters 2.33 	Customer Service 2.00 	Customer Service £60 	
Other 4.17 	Other 4.20 		

£ Financial	 Non-Financial	£  Both	X No Action
0.2	0.59	12.07	0

95%
of awards with a financial element