












At a glance complaints data Q3, July - September 2018

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

* These are actual complaint figures

Co-Op Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
31.65	159	26.07	131

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.54 	Billing 11.35 	Billing £48 	1. Disputed gas or electricity usage 2. Disputed account balance 3. Incorrect opening/closing meter readings
Transfers 2.39 	Transfers 2.39 	Transfers £33 	
Customer Service 1.79 	Customer Service 1.39 	Customer Service £63 	
Other 13.93 	Other 10.94 		

£ Financial	 Non-Financial	£  Both	X No Action
0	8.36	11.74	1.19

58%
of awards with a financial element