

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





Co-Op Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
25.68	129	22.49	113


Complaints Accepted (Top Complaint Types)

Billing	14.53	
Transfers	1.39	
Standard Meters	1.19	
Other	8.57	

Complaints Resolved (Top Complaint Types)



Billing	11.15	
Standard Meters	1.19	
Transfers	1	
Other	9.15	

Average Award (Top Complaint Types)

Billing	£73	
Standard Meters	£152	
Transfers	£82	

Top Three Billing Complaints

1. Disputed account balance
2. Disputed gas or electricity usage
3. Incorrect opening/closing meter readings

£ Financial	 Non-Financial	£  Both	X No Action
0.2	2.39	11.54	0.8

83% of awards with a financial element