












At a glance complaints data Q3, July - September 2022

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

* These are actual complaint figures

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
42.7962	22,528	0.07789	41

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 23.55 	Billing 21.25 	Billing £72 	disputed gas or electricity usage
Smart Meters 6.55 	Smart Meters 5.39 	Smart Meters £63 	Disputed account balance
Customer Service 4.24 	Customer Service 3.45 	Customer Service £71 	Estimated billing/readings
Other 8.46 	Other -30.01 		

Financial	Non-Financial	Both	No Action
0.18	0.00	12.83	0.64

100%
of awards with a financial element