












# At a glance complaints data Q2, April - June 2020

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

\* These are actual complaint figures

## OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
7.35	541	6.14	471

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 3.93 	<b>Billing</b> 3.55 	<b>Billing</b> £42 	disputed gas or electricity usage
<b>Other</b> 1.26 	<b>Customer Service</b> 0.56 	<b>Customer Service</b> £38 	Disputed account balance
<b>Payments</b> 0.84 	<b>Smart Meters</b> 0.57 	<b>Smart Meters</b> £37 	Incorrect opening/closing meter readings
<b>Other</b> 1.32 	<b>Other</b> 1.47 		

£ Financial	 Non-Financial	£  Both	X No Action
0.08	0.31	3.86	0.68

93%  
of awards with a financial element

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