












At a glance complaints data Q3, July - September 2021

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 * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 41.45 | 2,801 | 26.33 | 2,251 |

| Complaints Accepted (Top Complaint Types) | Complaints Resolved (Top Complaint Types) | Average Award (Top Complaint Types) | Top Three Billing Complaints |
|--|---|---|-----------------------------------|
| Billing 24.95  | Billing 14.67  | Billing £39  | disputed gas or electricity usage |
| Smart Meters 4.54  | Smart Meters 3.40  | Smart Meters £44  | Disputed account balance |
| Customer Service 3.79  | Customer Service 2.75  | Customer Service £38  | Estimated billing/readings |
| Other 8.16  | Other 5.51  | | |

| £ Financial |  Non-Financial | £  Both | X No Action |
|-------------|---|--|-------------|
| 0.46 | 0.68 | 16.93 | 0 |

96%
of awards with a financial element

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