

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

Utility Warehouse PLC

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
7.53	76	8.23	83

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 0.79	Billing 4.66	Billing £80	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Sales 0.2	Smart Meters 0.99	Smart Meters £154	
Payments 0.1	Standard Meters 0.69	Standard Meters £75	
Other 6.44	Other 1.89		

£ Financial	Non-Financial	£ Both	X No Action
0	0.59	3.96	1.09

87%
of awards with a financial element