












At a glance complaints data Q1, January - March 2023

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

* These are actual complaint figures

Utility Warehouse Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
48.8	690	37.91	564

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 27.72 	Billing 19.59 	Billing £61 	disputed gas or electricity usage
Smart Meters 6.72 	Smart Meters 6.37 	Smart Meters £61 	Estimated billing/readings
Customer Service 3.96 	Customer Service 3.11 	Customer Service £57 	Incorrect opening/closing meter readings
Other 10.40 	Other 8.84 		

£ Financial	 Non-Financial	£  Both	X No Action
0.35	1.98	28.64	0

94%
of awards with a financial element