



# Disputes Data Q4 October – December 2024

[www.energyombudsman.org](http://www.energyombudsman.org)

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## Introduction

**At Energy Ombudsman we provide fair dispute resolution between suppliers and consumers to build trust, break deadlocks, and deliver the best outcomes for everyone involved.**

Every quarter, we publish our data which shows the number of disputes we receive and the most common dispute categories. These are produced for the energy sector as a whole, individually reporting on the largest energy suppliers based on market share figures and volume of consumer accounts (over 1,000,000).

The data is published to provide valuable insights that drive positive progress in the sector. Our access to unique data and broad view of the sector means we can better serve consumers, support suppliers and guide regulators and governments in improving policy.

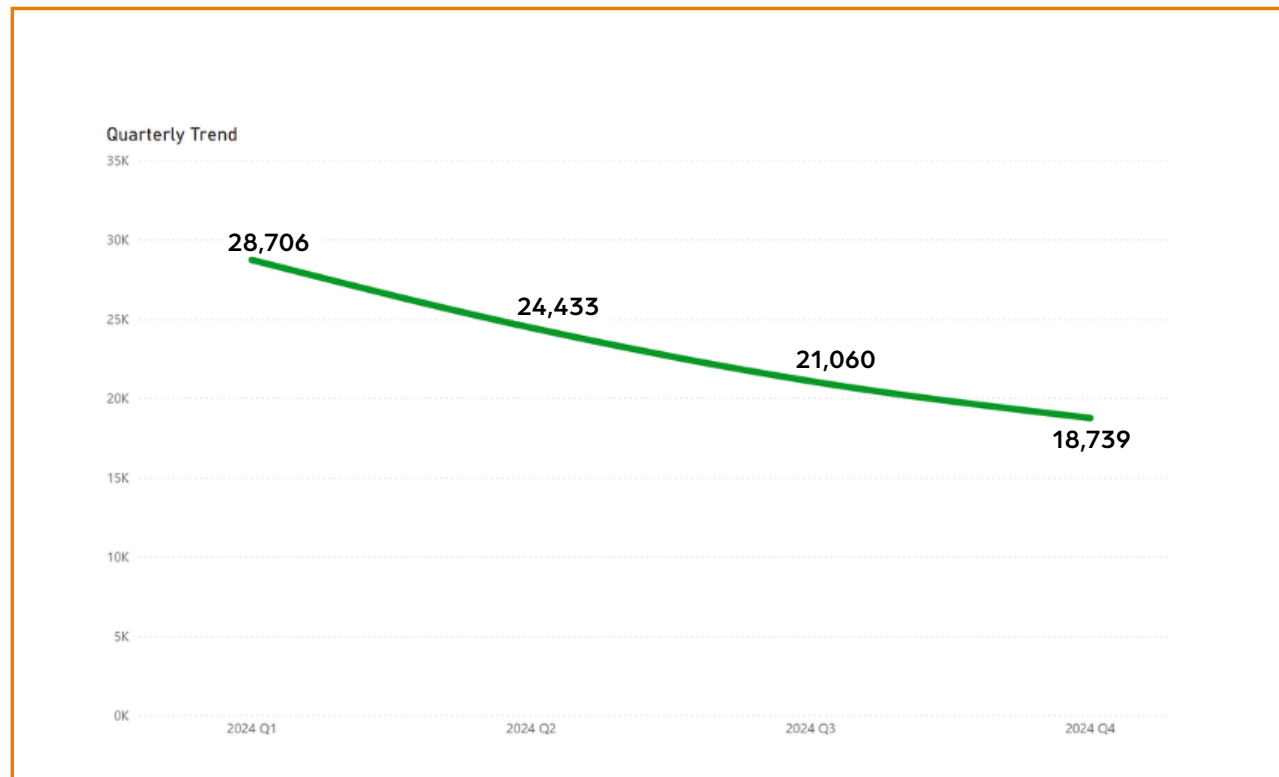
### **Please note:**

- The data included covers disputes brought to Energy Ombudsman.
- This report doesn't include disputes resolved directly by suppliers prior to Energy Ombudsman process.
- Energy Ombudsman data may differ from other sources, such as supplier reports.
- There may be small differences in previous data publications.
- For any queries about the information included in this data pack, please contact [enquiries@energyombudsman.org](mailto:enquiries@energyombudsman.org).
- If you're a journalist, please contact [press@energyombudsman.org](mailto:press@energyombudsman.org).



## Overall Sector: Total Disputes Accepted

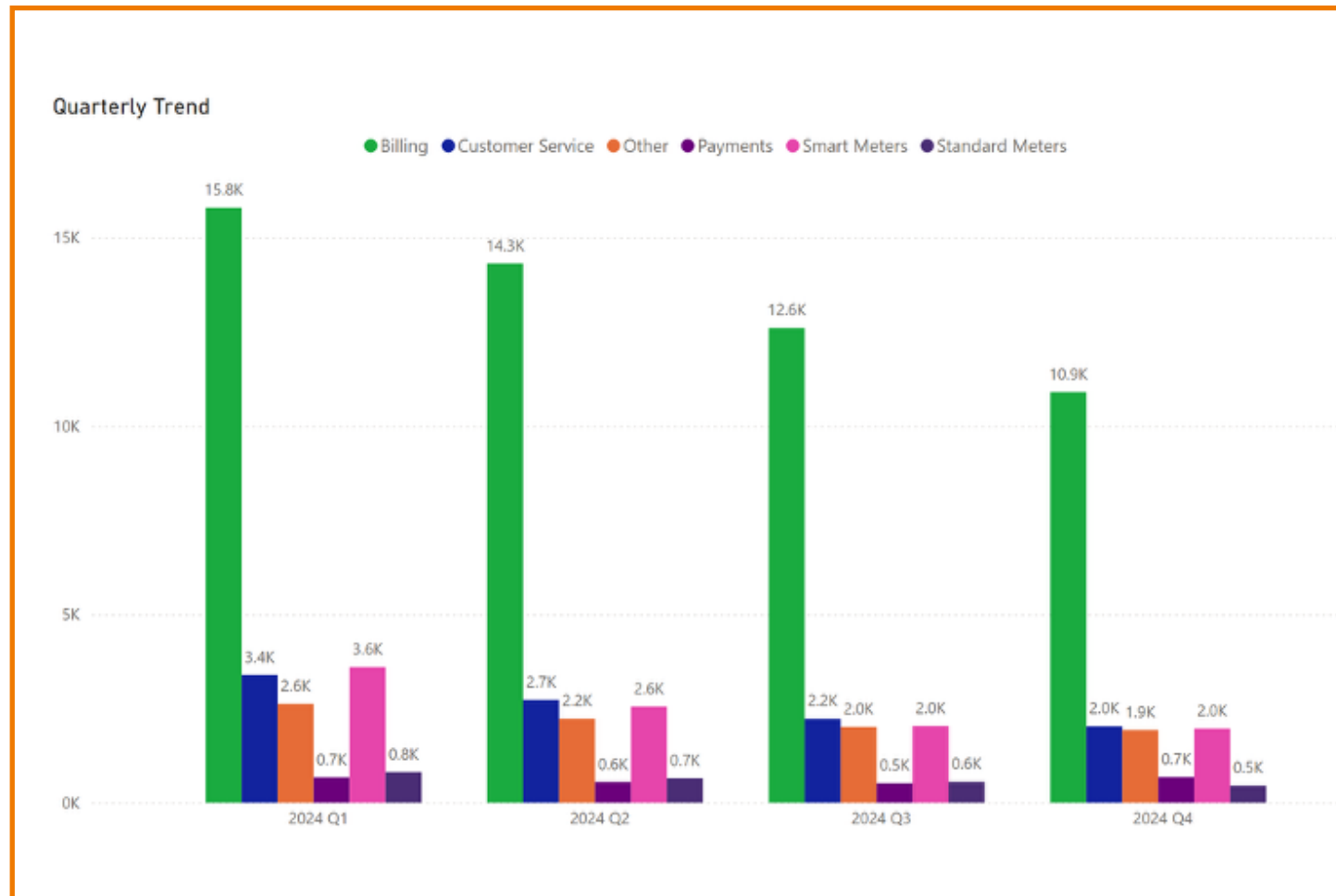
Total number of cases raised by domestic and non domestic consumers that were accepted by Energy Ombudsman – showing the trend over the last four quarters.



Accepted Quarter	Case Reference
2024 Q1	28,706
2024 Q2	24,433
2024 Q3	21,060
2024 Q4	18,739
<b>Total</b>	<b>92,938</b>

# Overall Sector Dispute Types

Total number of cases accepted per category. The graph includes figures for the last four quarters, showing the 12 month trend.

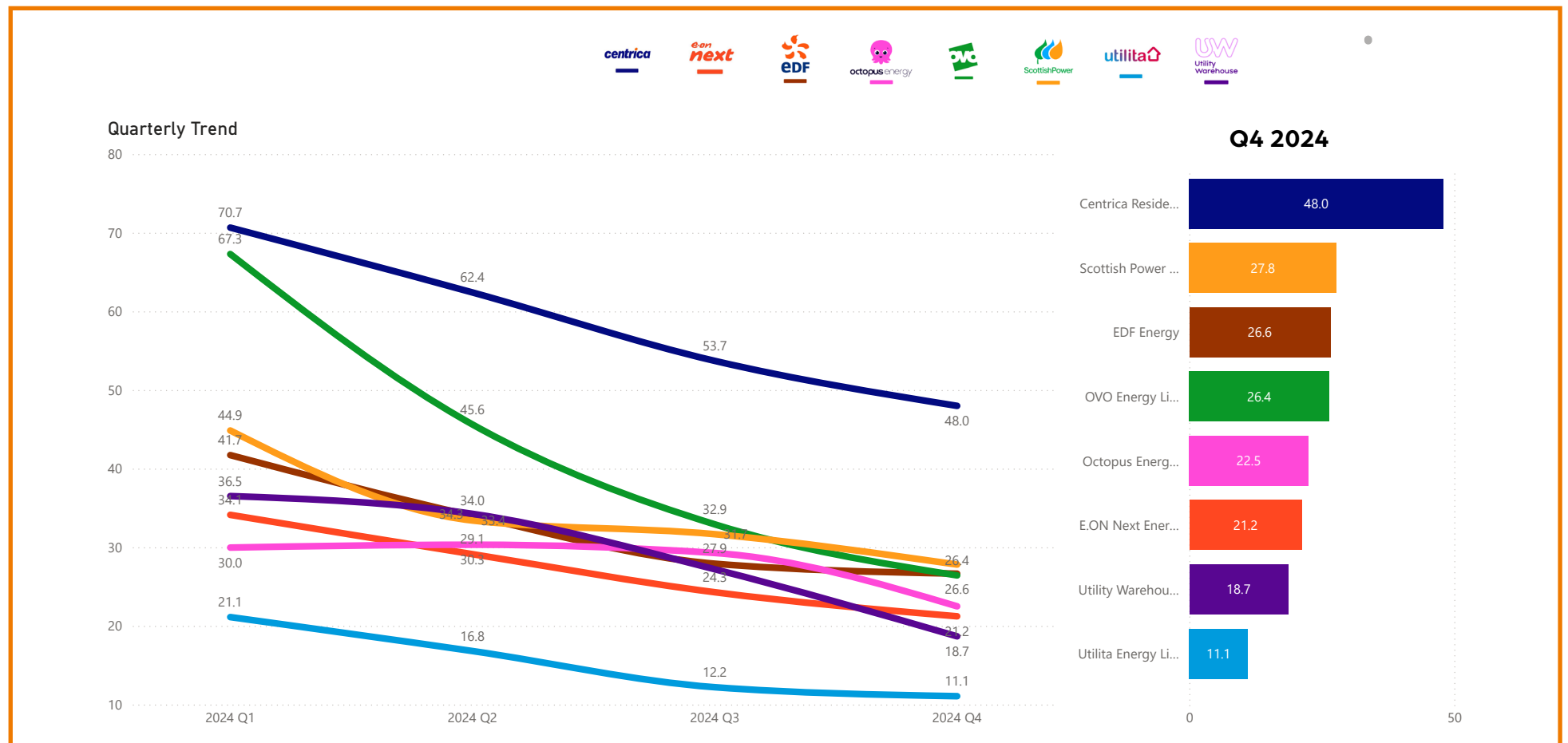


Category	Annual Volume
Billing	53.6K
Customer Service	10.4K
Other	8.8K
Payments	2.4K
Smart Meters	10.2K
Standard Meters	2.5K
<b>Total</b>	<b>92.9K</b>



# Disputes Accepted per 100K

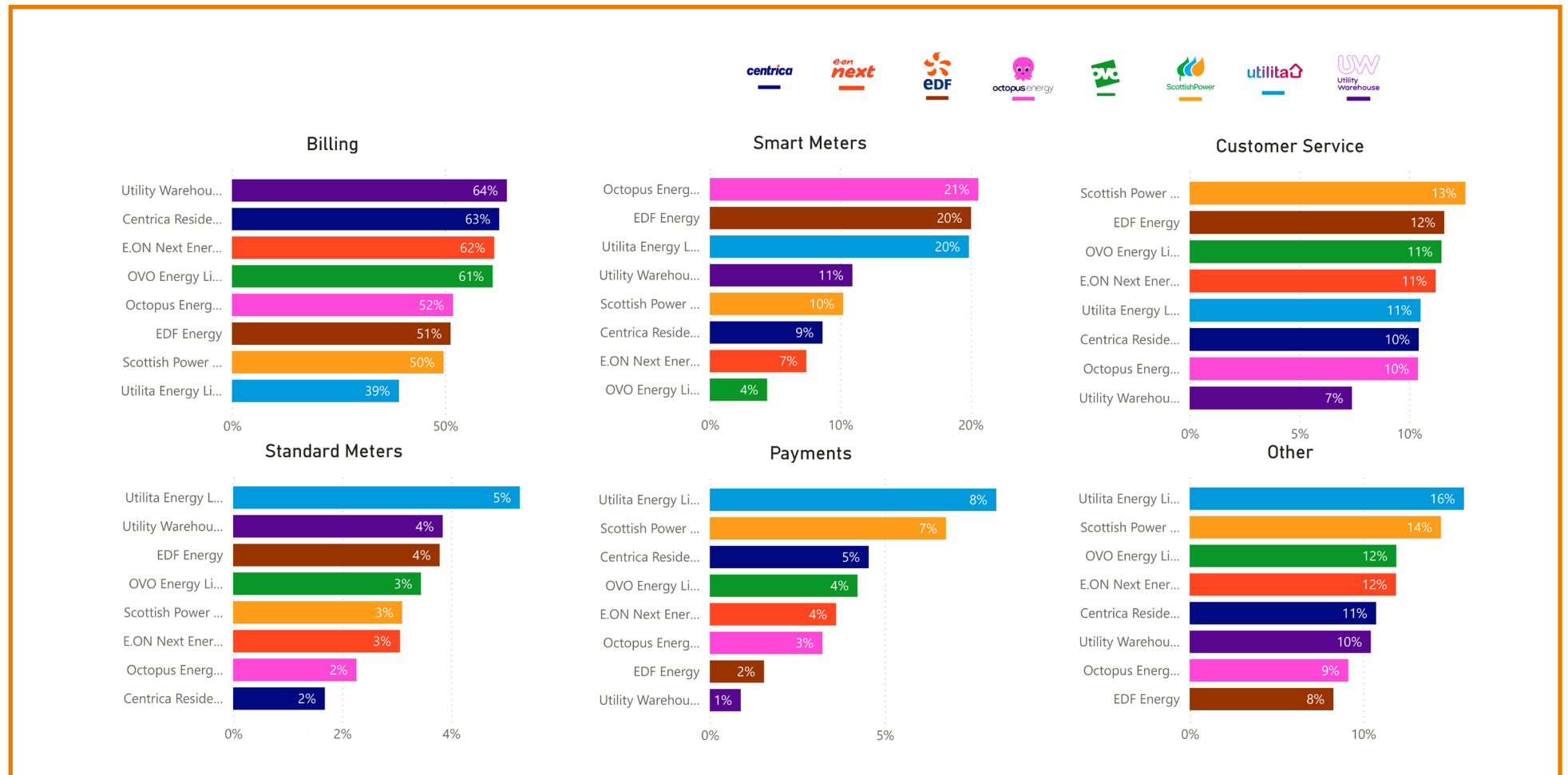
Total number of cases raised by consumers per supplier that were accepted by Energy Ombudsman – showing the trend over the last four quarters. Figures show the number of cases per 100,000 domestic consumer accounts.





## Q4 Dispute Types by Supplier (%\*)

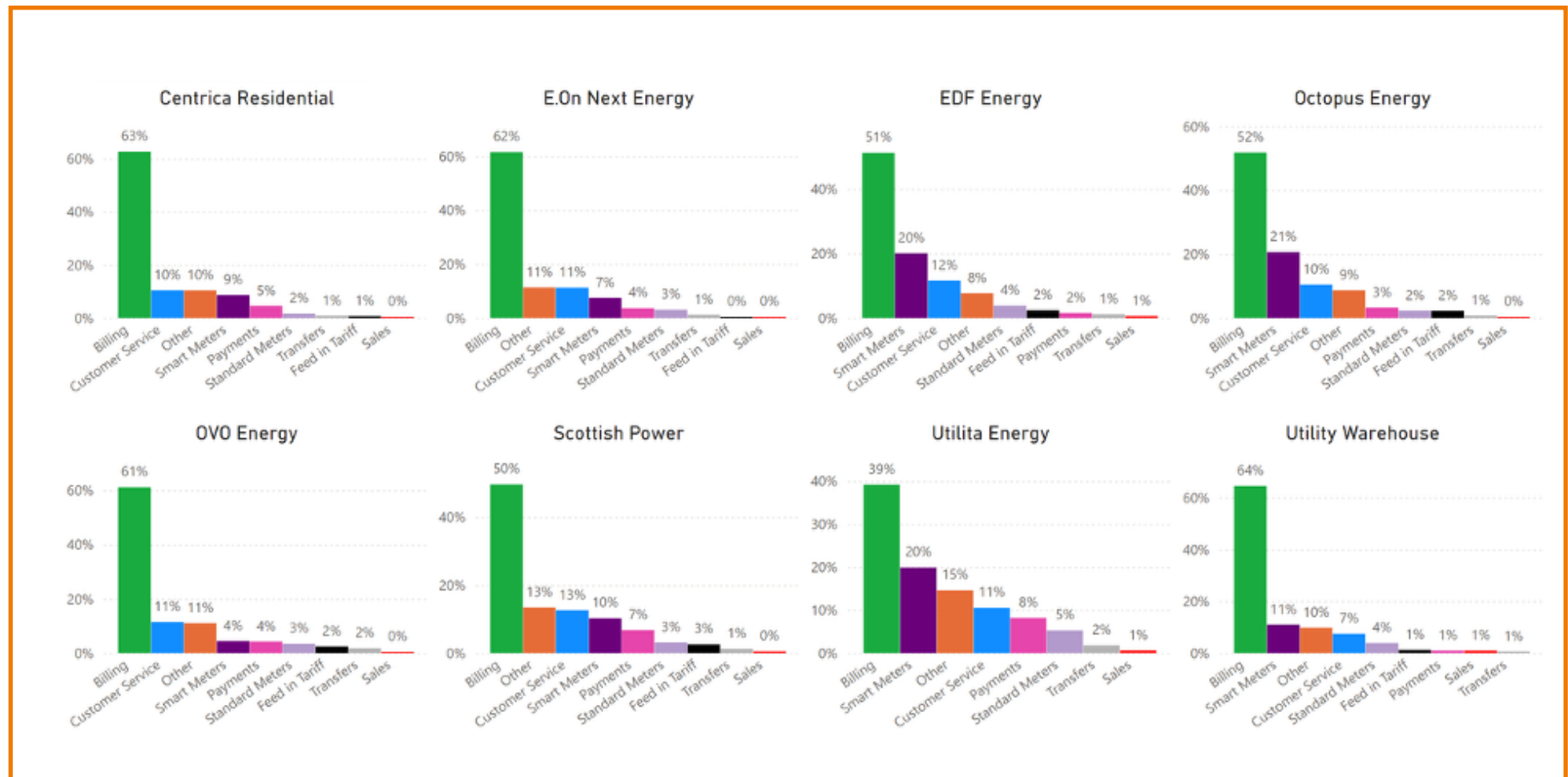
This graph shows the percentage of each supplier’s overall case volume per dispute type.



\*Percentages rounded to nearest whole number

## Q4 Dispute Types by Supplier (%\*)

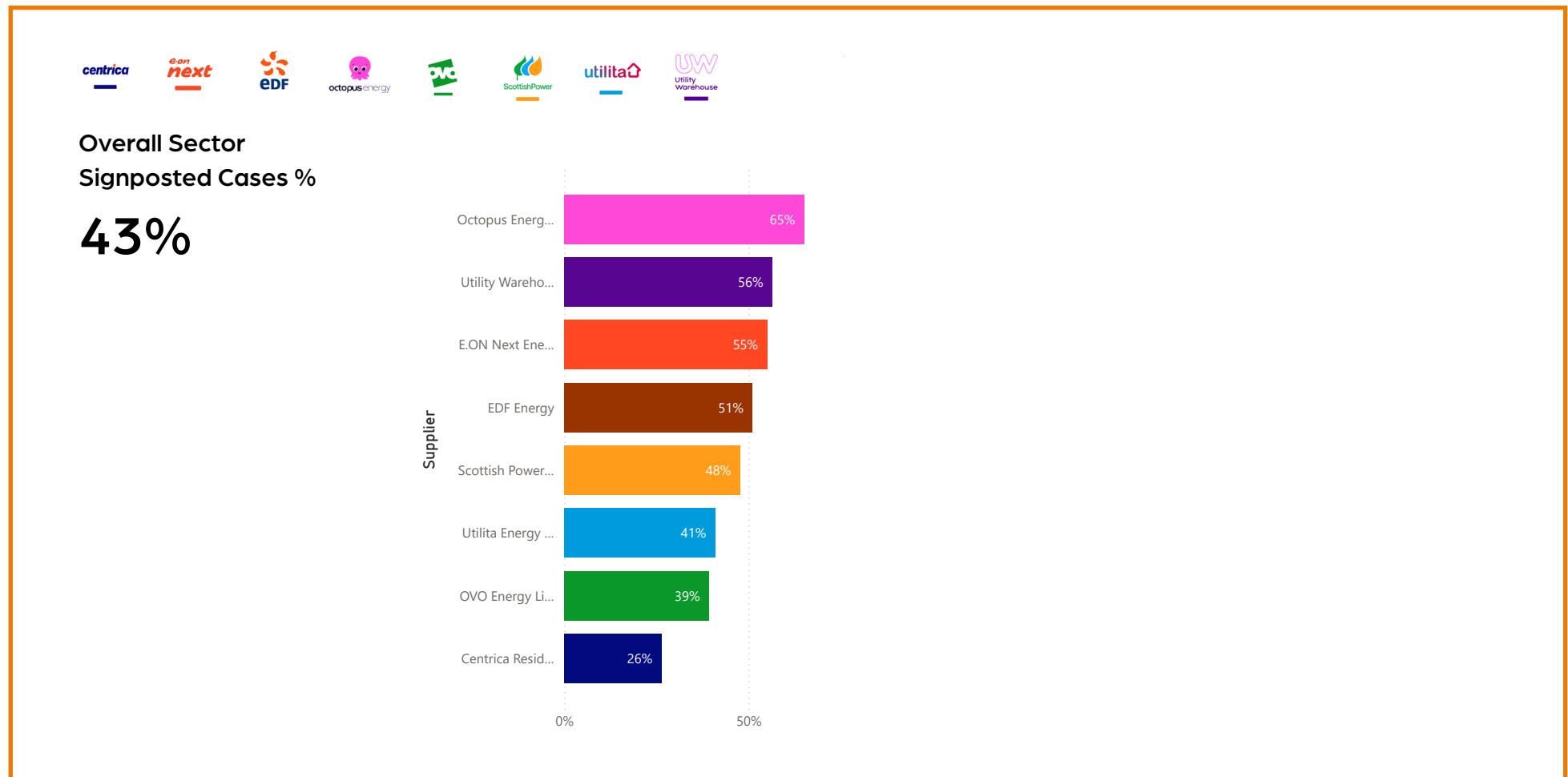
This graph shows the percentage breakdown of dispute types for each supplier.



\*Percentages rounded to nearest whole number

## Q4 Signposting (%)

Total percentage of cases each supplier reported as correctly referred to Energy Ombudsman after 8 weeks or at deadlock.





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Ombudsman**