



## Complaints data Q3, July – September 2023

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# Issue Breakdown



## Centrica Residential

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
50.5	6,402

Complaints Resolved	Total Complaints Resolved*
52.53	6,659

Complaints Accepted (Top Complaint Types)	
Billing	30.85
Customer Service	6.43
Smart Meters	5.26
Other	7.96

Complaints Resolved (Top Complaint Types)	
Billing	31.20
Customer Service	6.87
Smart Meters	5.83
Other	8.63

Average Award (Top Complaint Types)	
Billing	£112
Customer Service	£103
Smart Meters	£106

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billed to incorrect meter

Financial	Non-Financial	Both	No Action
0.92	1.39	32.26	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## OVO Energy Limited

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
89.08	5,767

Complaints Resolved	Total Complaints Resolved*
97.96	6,342

Complaints Accepted (Top Complaint Types)	
Billing	58.03
Customer Service	9.42
Payments	6.44
Other	15.18

Complaints Resolved (Top Complaint Types)	
Billing	63.04
Customer Service	10.55
Smart Meters	7.46
Other	16.91

Average Award (Top Complaint Types)	
Billing	£135
Customer Service	£137
Smart Meters	£149

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/reading

Financial	Non-Financial	Both	No Action
0.57	2.52	66.25	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## EDF Energy

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
45.7	2,462

Complaints Resolved	Total Complaints Resolved*
47.81	2,576

Complaints Accepted (Top Complaint Types)	
Billing	23.76
Smart Meters	9.48
Customer Service	5.44
Other	7.02

Complaints Resolved (Top Complaint Types)	
Billing	25.63
Smart Meters	9.43
Customer Service	5.20
Other	7.55

Average Award (Top Complaint Types)	
Billing	£103
Smart Meters	£94
Customer Service	£92

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
2.28	2.41	29.57	0

<b>93%</b>
of awards with financial element

# Issue Breakdown



## E.ON Next Energy Limited (parent)

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
47.68	3,956

Complaints Resolved	Total Complaints Resolved*
59.19	4,911

Complaints Accepted (Top Complaint Types)	
Billing	27.56
Smart Meters	6.60
Customer Service	5.58
Other	7.93

Complaints Resolved (Top Complaint Types)	
Billing	34.12
Smart Meters	9.11
Customer Service	6.41
Other	9.55

Average Award (Top Complaint Types)	
Billing	£128
Smart Meters	£117
Customer Service	£104

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
1.02	1.68	35.52	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## Octopus Energy Limited

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
14.45	1,377

Complaints Resolved	Total Complaints Resolved*
13.15	1,253

Complaints Accepted (Top Complaint Types)	
Billing	7.69
Smart Meters	2.56
Customer Service	1.57
Other	2.62

Complaints Resolved (Top Complaint Types)	
Billing	6.70
Smart Meters	2.70
Customer Service	1.54
Other	2.21

Average Award (Top Complaint Types)	
Billing	£127
Smart Meters	£127
Customer Service	£107

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Incorrect tariff

Financial	Non-Financial	Both	No Action
0.22	0.34	10.24	0

<b>97%</b>
of awards with financial element

# Issue Breakdown



## Scottish Power Energy Retail Ltd

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
62.2	2,631

Complaints Resolved	Total Complaints Resolved*
75.68	3,201

Complaints Accepted (Top Complaint Types)	
Billing	33.72
Customer Service	7.99
Payments	6.15
Other	14.35

Complaints Resolved (Top Complaint Types)	
Billing	41.12
Customer Service	10.21
Smart Meters	7.90
Other	16.45

Average Award (Top Complaint Types)	
Billing	£137
Customer Service	£131
Smart Meters	£138

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billed to incorrect meter

Financial	Non-Financial	Both	No Action
0.38	1.87	48.09	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## Utility Warehouse Ltd

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
52.95	847

Complaints Resolved	Total Complaints Resolved*
64.58	1,033

Complaints Accepted (Top Complaint Types)	
Billing	32.38
Smart Meters	7.31
Customer Service	3.81
Other	9.44

Complaints Resolved (Top Complaint Types)	
Billing	40.51
Smart Meters	8.13
Customer Service	5.25
Other	10.69

Average Award (Top Complaint Types)	
Billing	£124
Smart Meters	£147
Customer Service	£113

Top Three Billing Complaints
Disputed gas or electricity usage
Estimated billing/readings
Incorrect opening/closing meter readings

Financial	Non-Financial	Both	No Action
1.38	2.56	46.7	0

<b>95%</b>
of awards with financial element

# Issue Breakdown



## Shell Energy Retail Ltd

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
23.61	536

Complaints Resolved	Total Complaints Resolved*
26.73	607

Complaints Accepted (Top Complaint Types)	
Billing	16.16
Customer Service	2.38
Smart Meters	1.89
Other	3.17

Complaints Resolved (Top Complaint Types)	
Billing	17.75
Customer Service	2.55
Smart Meters	2.55
Other	3.87

Average Award (Top Complaint Types)	
Billing	£112
Customer Service	£95
Smart Meters	£89

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
0.35	1.06	18.32	0

<b>95%</b>
of awards with financial element

# Issue Breakdown



## Overall Sector

At a glance complaints data Q3, July – September 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
58	28,876

Complaints Resolved	Total Complaints Resolved*
62.93	31,566

Complaints Accepted (Top Complaint Types)	
Billing	30.85
Customer Service	6.43
Smart Meters	5.26
Other	15.02

Complaints Resolved (Top Complaint Types)	
Billing	31.20
Customer Service	6.87
Smart Meters	5.83
Other	19.03

Average Award (Top Complaint Types)	
Billing	£112
Customer Service	£114
Smart Meters	£118

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
466	881	18688	0

<b>96%</b>
of awards with financial element