



# Complaints data Q3, July – September 2024

Revised version – 27th November 2024

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

☎ 0330 440 1624

📍 Energy Ombudsman  
P.O. Box 966  
Warrington WA4 9DF

✉ [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)



# Issue Breakdown



## Centrica (British Gas)

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
53.7	6,758

Complaints Resolved	Total Complaints Resolved*
50.78	6,391

Complaints Accepted (Top Complaint Types)	
Billing	34.72
Customer Service	5.34
Smart Meters	5.29
Other	8.35

Complaints Resolved (Top Complaint Types)	
Billing	32.93
Customer Service	5.60
Smart Meters	5.00
Other	7.25

Average Award (Top Complaint Types)	
Billing	£140
Customer Service	£130
Smart Meters	£129

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billing delays

Financial	Non-Financial	Both	No Action
0.59	1.25	29.1	0

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

# Issue Breakdown



## OVO Energy

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
32.91	2,110

Complaints Resolved	Total Complaints Resolved*
35.67	2,287

Complaints Accepted (Top Complaint Types)	
Billing	21.16
Customer Service	3.13
Other	3.23
Other	5.38

Complaints Resolved (Top Complaint Types)	
Billing	22.92
Customer Service	3.49
Other	3.27
Other	5.98

Average Award (Top Complaint Types)	
Billing	£130
Customer Service	£129
Other	£128

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billing delays

Financial	Non-Financial	Both	No Action
0.31	1.11	23.56	0

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

# Issue Breakdown



## EDF Energy

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
27.91	1,528

Complaints Resolved	Total Complaints Resolved*
27.96	1,531

Complaints Accepted (Top Complaint Types)	
Billing	15.11
Smart Meters	5.84
Customer Service	2.23
Other	4.73

Complaints Resolved (Top Complaint Types)	
Billing	15.34
Smart Meters	5.74
Customer Service	2.81
Other	4.07

Average Award (Top Complaint Types)	
Billing	£117
Smart Meters	£98
Customer Service	£106

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

Financial	Non-Financial	Both	No Action
0.38	1.19	19.07	0

<b>94%</b>
of awards with financial element

# Issue Breakdown



## E.ON Next

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
24.28	1,989

Complaints Resolved	Total Complaints Resolved*
23.73	1,944

Complaints Accepted (Top Complaint Types)	
Billing	14.56
Other	3.15
Customer Service	2.27
Other	4.30

Complaints Resolved (Top Complaint Types)	
Billing	13.96
Other	3.12
Customer Service	2.34
Other	4.30

Average Award (Top Complaint Types)	
Billing	£143
Other	£151
Customer Service	£112

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

Financial	Non-Financial	Both	No Action
0.18	0.7	16.03	0

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

# Issue Breakdown



## Octopus Energy

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
29.27	2,790

Complaints Resolved	Total Complaints Resolved*
27.14	2,587

Complaints Accepted (Top Complaint Types)	
Billing	15.82
Smart Meters	5.42
Other	1.99
Other	3.20

Complaints Resolved (Top Complaint Types)	
Billing	14.64
Smart Meters	5.25
Customer Service	2.62
Other	4.64

Average Award (Top Complaint Types)	
Billing	£126
Smart Meters	£139
Customer Service	£117

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billing delays

Financial	Non-Financial	Both	No Action
0.47	0.84	19.63	0

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

# Issue Breakdown



## Scottish Power

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
31.66	1,327

Complaints Resolved	Total Complaints Resolved*
30.35	1,272

Complaints Accepted (Top Complaint Types)	
Billing	16.18
Other	4.22
Customer Service	3.56
Other	7.70

Complaints Resolved (Top Complaint Types)	
Billing	16.25
Customer Service	3.53
Other	3.56
Other	7.01

Average Award (Top Complaint Types)	
Billing	£127
Customer Service	£133
Other	£125

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

Financial	Non-Financial	Both	No Action
0.1	0.93	19.73	0

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

# Issue Breakdown



## Utility Warehouse

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
27.2	452

Complaints Resolved	Total Complaints Resolved*
25.1	417

Complaints Accepted (Top Complaint Types)	
Billing	17.33
Other	2.71
Smart Meters	2.77
Other	4.39

Complaints Resolved (Top Complaint Types)	
Billing	15.53
Smart Meters	3.01
Other	2.11
Other	4.46

Average Award (Top Complaint Types)	
Billing	£198
Smart Meters	£150
Other	£227

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Clarity of bill

Financial	Non-Financial	Both	No Action
0.18	1.02	19.08	0

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

# Issue Breakdown



## Utilita Energy

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
12.2	183

Complaints Resolved	Total Complaints Resolved*
11.26	169

Complaints Accepted (Top Complaint Types)	
Billing	5.40
Smart Meters	2.47
Customer Service	1.60
Other	2.74

Complaints Resolved (Top Complaint Types)	
Billing	5.13
Smart Meters	2.13
Customer Service	1.87
Other	2.13

Average Award (Top Complaint Types)	
Billing	£87
Smart Meters	£85
Customer Service	£113

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

Financial	Non-Financial	Both	No Action
0.07	0.53	8.86	0

<b>94%</b>
of awards with financial element

# Issue Breakdown



## Overall Sector

At a glance complaints data Q3, July – September 2024

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
41.99	21,063

Complaints Resolved	Total Complaints Resolved*
41.44	20,788

Complaints Accepted (Top Complaint Types)	
Billing	25.05
Other	4.29
Customer Service	4.12
Other	8.53

Complaints Resolved (Top Complaint Types)	
Billing	24.78
Customer Service	4.45
Smart Meters	4.04
Other	8.18

Average Award (Top Complaint Types)	
Billing	£131
Customer Service	£130
Smart Meters	£121

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billing delays

Financial	Non-Financial	Both	No Action
195	520	11,110	0

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