












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

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
59.58	31,363	57.4049	30,218

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 29.82 	Billing 28.84 	Billing £67 	disputed gas or electricity usage
Smart Meters 9.89 	Smart Meters 10.40 	Smart Meters £61 	Disputed account balance
Customer Service 6.99 	Customer Service 6.94 	Customer Service £68 	Estimated billing/readings
Other 12.89 	Other 11.23 		

£ Financial	 Non-Financial	£  Both	X No Action
0.18	0.00	12.83	0.64

100%
of awards with a financial element