












At a glance complaints data Q4, October - December 2022

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 *
52.1427	27,448	45.509	23,956

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	24.14 	Billing	24.28 	Billing	£46 	disputed gas or electricity usage
Smart Meters	8.74 	Smart Meters	7.49 	Smart Meters	£35 	Disputed account balance
Other	6.41 	Customer Service	4.77 	Other	£1 	Estimated billing/readings
Other	12.85 	Other	8.96 			

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

100%
of awards with a financial element