












At a glance complaints data Q3, July - September 2022

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

* These are actual complaint figures

Utility Warehouse Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
24.08	322	11.44	199

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.83 	Billing 7.21 	Billing £63 	disputed gas or electricity usage
Smart Meters 3.51 	Smart Meters 1.06 	Smart Meters £55 	Incorrect opening/closing meter readings
Customer Service 1.57 	Customer Service 1.50 	Customer Service £53 	Disputed account balance
Other 5.16 	Other 1.68 		

£ Financial	Non-Financial	£ Both	X No Action
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0 0.82 10.17 0

93%
of awards with a financial element