

At a glance complaints data Q4, October - December 2020

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

* These are actual complaint figures

Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
16.72	1,920	11.92	2,002

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	8.99 	Billing	6.21 	Billing	£40 	disputed gas or electricity usage
Payments	2.52 	Payments	1.66 	Payments	£30 	Disputed account balance
Customer Service	2.12 	Customer Service	1.33 	Customer Service	£42 	Clarity of Bill
Other	3.09 	Other	2.72 			

£ Financial	 Non-Financial	£  Both	X No Action
0.04	3.92	6.86	0.03

64%
of awards with a financial element