












At a glance complaints data Q1, January - March 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 *
15.83	180	10.2	122

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 10.03 	Billing 6.42 	Billing £49 	disputed gas or electricity usage
Customer Service 1.41 	Payments 0.79 	Payments £22 	Incorrect opening/closing meter readings
Payments 1.14 	Smart Meters 0.79 	Smart Meters £81 	Incorrect tariff
Other 3.25 	Other 2.20 		

£ Financial	 Non-Financial	£  Both	X No Action
0.18	0.79	6.95	0

90%
of awards with a financial element