












At a glance complaints data Q3, July - September 2021

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 *
12.88	132	10.34	115

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 8.19 	Billing 7.02 	Billing £43 	disputed gas or electricity usage
Other 1.07 	Customer Service 0.98 	Customer Service £32 	Estimated billing/readings
Payments 0.78 	Payments 0.39 	Payments £32 	Billed to incorrect meter
Other 2.83 	Other 1.95 		

£ Financial	 Non-Financial	£  Both	X No Action
0.29	0.2	4.1	0

96%
of awards with a financial element