

At a glance complaints data Q4, October - December 2021

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

* These are actual complaint figures

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
42.46	2,824	39.05	3,263

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 25.32 	Billing 21.76 	Billing £65 	disputed gas or electricity usage
Smart Meters 4.89 	Smart Meters 5.44 	Smart Meters £67 	Disputed account balance
Customer Service 4.16 	Customer Service 3.98 	Customer Service £64 	Incorrect opening/closing meter readings
Other 8.09 	Other 7.87 		

£ Financial	 Non-Financial	£  Both	X No Action
0.63	1.35	29.37	0

96%
of awards with a financial element

,