









At a glance complaints data Q1, January - March 2023




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 *
54.19	6,898	35.63	6,326

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)
Billing 27.31 	Billing 17.25 
Smart Meters 7.93 	Smart Meters 5.89 
Customer Service 7.72 	Customer Service 5.15 
Other 11.22 	Other 7.34 

Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing £58 	disputed gas or electricity usage
Smart Meters £53 	Failure to issue refund/credit
Customer Service £67 	Disputed account balance

£ Financial	 Non-Financial	£  Both	X No Action
0.57	1.23	29.47	0

96%
of awards with a financial element