









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

OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
80.06	5,230	68.81	5,150

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)	
Billing		Billing	
42.98		36.66	
Customer Service		Customer Service	
9.93		8.04	
Smart Meters		Smart Meters	
8.92		8.53	
Other		Other	
18.22		15.59	

Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing		
£69		disputed gas or electricity usage
Customer Service		
£72		Disputed account balance
Smart Meters		
£80		Failure to issue refund/credit

£ Financial	 Non-Financial	£  Both	X No Action
0.54	2.01	57.95	0

97%
of awards with a financial element

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