



Complaints data Q1, January – March 2024

www.energyombudsman.org

☎ 0330 440 1624

📍 Energy Ombudsman
P.O. Box 966
Warrington WA4 9DF

✉ enquiry@energyombudsman.org



Issue Breakdown



Centrica (British Gas)

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
70.65	8,918

Complaints Resolved	Total Complaints Resolved*
65.85	8,313

Complaints Accepted (Top Complaint Types)	
Billing	42.89
Customer Service	9.35
Smart Meters	9.18
Other	9.23

Complaints Resolved (Top Complaint Types)	
Billing	39.89
Smart Meters	9.11
Customer Service	8.29
Other	8.56

Average Award (Top Complaint Types)	
Billing	£134
Smart Meters	£114
Customer Service	£120

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
0.73	1.73	36.51	0

96%
of awards with financial element

Issue Breakdown



Ovo Energy

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
67.29	4,337

Complaints Resolved	Total Complaints Resolved*
69.95	4,509

Complaints Accepted (Top Complaint Types)	
Billing	43.94
Customer Service	6.98
Payments	4.30
Other	12.07

Complaints Resolved (Top Complaint Types)	
Billing	46.16
Customer Service	6.50
Payments	4.62
Other	12.67

Average Award (Top Complaint Types)	
Billing	£142
Customer Service	£138
Payments	£102

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
0.31	1.69	46.25	0

96%
of awards with financial element

Issue Breakdown



EDF Energy

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
41.72	2,247

Complaints Resolved	Total Complaints Resolved*
42.42	2,285

Complaints Accepted (Top Complaint Types)	
Billing	21.52
Smart Meters	9.25
Customer Service	5.05
Other	5.91

Complaints Resolved (Top Complaint Types)	
Billing	21.29
Smart Meters	10.42
Customer Service	5.18
Other	5.53

Average Award (Top Complaint Types)	
Billing	£116
Smart Meters	£107
Customer Service	£97

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billed to incorrect meter

Financial	Non-Financial	Both	No Action
1.04	2.26	27.81	0

93%
of awards with financial element

Issue Breakdown



E.ON Next

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
34.12	2,817

Complaints Resolved	Total Complaints Resolved*
32.67	2,697

Complaints Accepted (Top Complaint Types)	
Billing	19.83
Smart Meters	4.64
Customer Service	4.22
Other	5.44

Complaints Resolved (Top Complaint Types)	
Billing	18.97
Smart Meters	4.88
Customer Service	3.86
Other	4.95

Average Award (Top Complaint Types)	
Billing	£150
Smart Meters	£133
Customer Service	£124

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billed to incorrect meter

Financial	Non-Financial	Both	No Action
0.42	0.9	22.13	0

96%
of awards with financial element

Issue Breakdown



Octopus Energy

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
17.87	2,142

Complaints Resolved	Total Complaints Resolved*
15.34	1,838

Complaints Accepted (Top Complaint Types)	
Billing	8.51
Smart Meters	4.43
Customer Service	2.23
Other	2.70

Complaints Resolved (Top Complaint Types)	
Billing	7.05
Smart Meters	4.01
Customer Service	1.78
Other	2.50

Average Award (Top Complaint Types)	
Billing	£141
Smart Meters	£131
Customer Service	£114

Top Three Billing Complaints
Disputed gas or electricity usage
Billing delays
Incorrect tariff

Financial	Non-Financial	Both	No Action
0.21	0.5	11.55	0

96%
of awards with financial element

Issue Breakdown



Scottish Power

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
44.85	1,889

Complaints Resolved	Total Complaints Resolved*
48.46	2,041

Complaints Accepted (Top Complaint Types)	
Billing	22.17
Smart Meters	5.94
Customer Service	5.01
Other	11.73

Complaints Resolved (Top Complaint Types)	
Billing	24.60
Customer Service	5.60
Smart Meters	5.79
Other	12.47

Average Award (Top Complaint Types)	
Billing	£130
Customer Service	£137
Smart Meters	£158

Top Three Billing Complaints
Disputed gas or electricity usage
Billed to incorrect meter
Disputed account balance

Financial	Non-Financial	Both	No Action
0.14	1.28	32.81	0

96%
of awards with financial element

Issue Breakdown



Utility Warehouse

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
36.51	597

Complaints Resolved	Total Complaints Resolved*
32.48	531

Complaints Accepted (Top Complaint Types)	
Billing	21.84
Smart Meters	5.69
Customer Service	2.75
Other	6.23

Complaints Resolved (Top Complaint Types)	
Billing	20.12
Smart Meters	4.71
Customer Service	2.32
Other	5.32

Average Award (Top Complaint Types)	
Billing	£145
Smart Meters	£155
Customer Service	£150

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Clarity of Bill

Financial	Non-Financial	Both	No Action
0.24	1.28	26.48	0

95%
of awards with financial element

Issue Breakdown



Utilita Energy

At a glance complaints data Q1, January – March 2024

Figures shown are number of complaints per 1,000,000 customer accounts

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
21.12	313

Complaints Resolved	Total Complaints Resolved*
20.04	297

Complaints Accepted (Top Complaint Types)	
Billing	8.84
Smart Meters	4.86
Customer Service	3.24
Other	4.18

Complaints Resolved (Top Complaint Types)	
Billing	8.10
Smart Meters	4.79
Customer Service	3.78
Other	3.37

Average Award (Top Complaint Types)	
Billing	£84
Smart Meters	£113
Customer Service	£109

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed prepayment meter balance
incorrect tariff

Financial	Non-Financial	Both	No Action
0.81	1.55	15.18	0

91%
of awards with financial element

Issue Breakdown



Overall Sector

At a glance complaints data Q1, January – March 2024

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
57	28,678

Complaints Resolved	Total Complaints Resolved*
55.3	27,742

Complaints Accepted (Top Complaint Types)	
Billing	42.89
Smart Meters	9.35
Customer Service	9.18
Other	-4.25

Complaints Resolved (Top Complaint Types)	
Billing	39.89
Smart Meters	9.11
Customer Service	8.29
Other	-1.99

Average Award (Top Complaint Types)	
Billing	£133
Smart Meters	£126
Customer Service	£121

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Estimated billing/readings

Financial	Non-Financial	Both	No Action
268	758	15831	0

96%
of awards with financial element