



Complaints data Q2, April – June 2024

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Issue Breakdown



Centrica (British Gas)

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
62.4	7,877

Complaints Resolved	Total Complaints Resolved*
64.22	8,107

Complaints Accepted (Top Complaint Types)	
Billing	40.19
Smart Meters	6.30
Customer Service	6.29
Other	9.62

Complaints Resolved (Top Complaint Types)	
Billing	41.26
Customer Service	8.06
Smart Meters	7.26
Other	7.64

Average Award (Top Complaint Types)	
Billing	£101
Customer Service	£102
Smart Meters	£92

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billed delays

Financial	Non-Financial	Both	No Action
0.62	1.43	31.34	0

96%
of awards with financial element

Issue Breakdown



Ovo Energy

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
45.61	2,940

Complaints Resolved	Total Complaints Resolved*
48.82	3,147

Complaints Accepted (Top Complaint Types)	
Billing	28.61
Payments	4.59
Customer Service	3.85
Other	8.56

Complaints Resolved (Top Complaint Types)	
Billing	31.60
Customer Service	5.34
Payments	3.27
Other	8.61

Average Award (Top Complaint Types)	
Billing	£103
Customer Service	£109
Payments	£69

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billed delays

Financial	Non-Financial	Both	No Action
0.23	1.3	29.77	0

96%
of awards with financial element

Issue Breakdown



EDF Energy

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
34.01	1,832

Complaints Resolved	Total Complaints Resolved*
33.71	1,816

Complaints Accepted (Top Complaint Types)	
Billing	18.36
Smart Meters	6.85
Customer Service	3.06
Other	5.73

Complaints Resolved (Top Complaint Types)	
Billing	18.21
Smart Meters	6.92
Customer Service	4.03
Other	4.54

Average Award (Top Complaint Types)	
Billing	£86
Smart Meters	£72
Customer Service	£82

Top Three Billing Complaints
Disputed gas or electricity usage
Billed to incorrect meter
Estimated billing/readings

Financial	Non-Financial	Both	No Action
0.5	1.32	19.05	0

94%
of awards with financial element

Issue Breakdown



E.ON Next

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
29.12	2,404

Complaints Resolved	Total Complaints Resolved*
29.98	2,475

Complaints Accepted (Top Complaint Types)	
Billing	18.01
Smart Meters	3.16
Customer Service	2.58
Other	5.37

Complaints Resolved (Top Complaint Types)	
Billing	18.59
Customer Service	3.51
Smart Meters	3.43
Other	4.45

Average Award (Top Complaint Types)	
Billing	£124
Customer Service	£104
Smart Meters	£107

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

Financial	Non-Financial	Both	No Action
0.21	0.85	18.34	0

96%
of awards with financial element

Issue Breakdown



Octopus Energy

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
19.53	2,341

Complaints Resolved	Total Complaints Resolved*
17.87	2,142

Complaints Accepted (Top Complaint Types)	
Billing	10.26
Smart Meters	3.61
Customer Service	1.73
Other	3.93

Complaints Resolved (Top Complaint Types)	
Billing	9.42
Smart Meters	3.85
Customer Service	2.13
Other	2.48

Average Award (Top Complaint Types)	
Billing	£102
Smart Meters	£104
Customer Service	£102

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billing delays

Financial	Non-Financial	Both	No Action
0.33	0.44	11.36	0

96%
of awards with financial element

Issue Breakdown



Scottish Power

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
33.4	1,407

Complaints Resolved	Total Complaints Resolved*
33.55	1,413

Complaints Accepted (Top Complaint Types)	
Billing	17.45
Payments	4.44
Smart Meters	3.85
Other	7.66

Complaints Resolved (Top Complaint Types)	
Billing	17.24
Smart Meters	4.32
Customer Service	3.73
Other	8.27

Average Award (Top Complaint Types)	
Billing	£97
Smart Meters	£101
Customer Service	£112

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

Financial	Non-Financial	Both	No Action
0.05	0.88	20.8	0

96%
of awards with financial element

Issue Breakdown



Utility Warehouse

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
34.25	560

Complaints Resolved	Total Complaints Resolved*
37.06	606

Complaints Accepted (Top Complaint Types)	
Billing	21.47
Smart Meters	4.65
Other	2.69
Other	5.44

Complaints Resolved (Top Complaint Types)	
Billing	23.36
Smart Meters	5.63
Customer Service	2.75
Other	5.32

Average Award (Top Complaint Types)	
Billing	£145
Smart Meters	£181
Customer Service	£146

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	25.2	0

95%
of awards with financial element

Issue Breakdown



Utilita Energy

At a glance complaints data Q2, April – June 2024

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

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
16.8	249

Complaints Resolved	Total Complaints Resolved*
17.55	260

Complaints Accepted (Top Complaint Types)	
Billing	7.29
Customer Service	2.63
Payments	2.29
Other	4.58

Complaints Resolved (Top Complaint Types)	
Billing	8.44
Smart Meters	2.70
Customer Service	2.43
Other	3.98

Average Award (Top Complaint Types)	
Billing	£71
Smart Meters	£84
Customer Service	£78

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Incorrect tariff

Financial	Non-Financial	Both	No Action
0.88	0.88	12.15	0

94%
of awards with financial element

Issue Breakdown



Overall Sector

At a glance complaints data Q2, April – June 2024

* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
48.90	24,532

Complaints Resolved	Total Complaints Resolved*
48.72	24,442

Complaints Accepted (Top Complaint Types)	
Billing	29.05
Smart Meters	5.15
Customer Service	4.53
Other	10.17

Complaints Resolved (Top Complaint Types)	
Billing	29.41
Customer Service	5.73
Smart Meters	5.61
Other	7.98

Average Award (Top Complaint Types)	
Billing	£100
Customer Service	£103
Smart Meters	£95

Top Three Billing Complaints
Disputed gas or electricity usage
Disputed account balance
Billing delays

Financial	Non-Financial	Both	No Action
210	580	12,096	0

95%
of awards with financial element