



# Complaints data Q4, October – December 2023

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# Issue Breakdown



## Centrica Residential

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
52.95	6,713

Complaints Resolved	Total Complaints Resolved*
53.75	6,814

Complaints Accepted (Top Complaint Types)	
Billing	33.60
Smart Meters	6.20
Customer Service	6.17
Other	6.98

Complaints Resolved (Top Complaint Types)	
Billing	34.47
Customer Service	6.83
Smart Meters	5.30
Other	7.15

Average Award (Top Complaint Types)	
Billing	£124
Customer Service	£114
Smart Meters	£111

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

Financial	Non-Financial	Both	No Action
0.55	1.44	28.2	0

<b>95%</b>
of awards with financial element

# Issue Breakdown



## OVO Energy Limited

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
72.32	4,682

Complaints Resolved	Total Complaints Resolved*
88.28	5,715

Complaints Accepted (Top Complaint Types)	
Billing	46.39
Customer Service	7.48
Payments	5.53
Other	12.93

Complaints Resolved (Top Complaint Types)	
Billing	57.11
Customer Service	9.84
Payments	6.35
Other	14.99

Average Award (Top Complaint Types)	
Billing	£143
Customer Service	£140
Payments	£122

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

Financial	Non-Financial	Both	No Action
0.36	1.96	52.46	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## EDF Energy

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
43.41	2,339

Complaints Resolved	Total Complaints Resolved*
47.26	2,546

Complaints Accepted (Top Complaint Types)	
Billing	21.60
Smart Meters	10.49
Customer Service	5.44
Other	5.88

Complaints Resolved (Top Complaint Types)	
Billing	24.41
Smart Meters	10.77
Customer Service	5.96
Other	6.13

Average Award (Top Complaint Types)	
Billing	£106
Smart Meters	£100
Customer Service	£99

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

Financial	Non-Financial	Both	No Action
1.71	1.86	27.53	0

<b>94%</b>
of awards with financial element

# Issue Breakdown



## E.ON Next Energy Limited (parent)

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
32.96	2,735

Complaints Resolved	Total Complaints Resolved*
42.61	3,538

Complaints Accepted (Top Complaint Types)	
Billing	19.52
Smart Meters	4.70
Customer Service	3.47
Other	5.27

Complaints Resolved (Top Complaint Types)	
Billing	25.19
Smart Meters	5.72
Customer Service	4.91
Other	6.79

Average Award (Top Complaint Types)	
Billing	£139
Smart Meters	£125
Customer Service	£127

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

Financial	Non-Financial	Both	No Action
0.54	1.19	25.49	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## Octopus Energy Limited (parent)

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
17.44	1,622

Complaints Resolved	Total Complaints Resolved*
17.63	1,680

Complaints Accepted (Top Complaint Types)	
Billing	8.60
Smart Meters	4.16
Customer Service	1.75
Other	2.93

Complaints Resolved (Top Complaint Types)	
Billing	9.41
Smart Meters	3.55
Customer Service	1.78
Other	2.89

Average Award (Top Complaint Types)	
Billing	£144
Smart Meters	£118
Customer Service	£108

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

Financial	Non-Financial	Both	No Action
0.26	0.42	12.43	0

<b>97%</b>
of awards with financial element

# Issue Breakdown



## Scottish Power Energy Retail Ltd

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
46.65	1,973

Complaints Resolved	Total Complaints Resolved*
56.15	2,375

Complaints Accepted (Top Complaint Types)	
Billing	24.38
Customer Service	6.08
Smart Meters	5.63
Other	10.57

Complaints Resolved (Top Complaint Types)	
Billing	30.41
Customer Service	7.21
Smart Meters	6.01
Other	12.53

Average Award (Top Complaint Types)	
Billing	£135
Customer Service	£130
Smart Meters	£159

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

Financial	Non-Financial	Both	No Action
0.21	1.61	35.58	0

<b>96%</b>
of awards with financial element

# Issue Breakdown



## Utility Warehouse Ltd

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
32.82	525

Complaints Resolved	Total Complaints Resolved*
44.57	713

Complaints Accepted (Top Complaint Types)	
Billing	18.44
Smart Meters	5.69
Customer Service	2.50
Other	6.19

Complaints Resolved (Top Complaint Types)	
Billing	25.51
Smart Meters	7.75
Customer Service	3.13
Other	8.19

Average Award (Top Complaint Types)	
Billing	£163
Smart Meters	£187
Customer Service	£138

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

Financial	Non-Financial	Both	No Action
0.44	1.31	29.88	0

<b>96%</b>
of awards with financial element



# Issue Breakdown



## Shell Energy Retail Limited

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
16.25	369

Complaints Resolved	Total Complaints Resolved*
21.23	482

Complaints Accepted (Top Complaint Types)	
Billing	10.39
Customer Service	1.85
Smart Meters	1.76
Other	2.24

Complaints Resolved (Top Complaint Types)	
Billing	14.31
Customer Service	2.51
Smart Meters	1.63
Other	2.78

Average Award (Top Complaint Types)	
Billing	£107
Customer Service	£99
Smart Meters	£124

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

Financial	Non-Financial	Both	No Action
0.31	0.75	13.21	0

<b>95%</b>
of awards with financial element

# Issue Breakdown



## Overall Sector

At a glance complaints data Q4, October – December 2023

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

\* These are actual complaint figures

Complaints Accepted	Total Complaints Accepted*
51	25,818

Complaints Resolved	Total Complaints Resolved*
58.22	29,204

Complaints Accepted (Top Complaint Types)	
Billing	33.60
Customer Service	6.20
Smart Meters	6.17
Other	5.50

Complaints Resolved (Top Complaint Types)	
Billing	34.47
Customer Service	6.83
Smart Meters	5.30
Other	11.62

Average Award (Top Complaint Types)	
Billing	£131
Customer Service	£120
Smart Meters	£123

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

Financial	Non-Financial	Both	No Action
310	726	15470	0

<b>96%</b>
of awards with financial element