



Complaints data Q2, April – June 2023

October 2023

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Centrica Residential



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
63.68	8,108

Complaints Resolved	Total Complaints Resolved*
44.36	7,913

Complaints Accepted (Top Complaint Types)	
Billing	35.78
Customer Service	8.73
Smart Meters	7.81
Other	11.37

Complaints Resolved (Top Complaint Types)	
Billing	22.50
Customer Service	5.99
Smart Meters	6.39
Other	9.47

Average Award (Top Complaint Types)	
Billing	£104
Customer Service	£93
Smart Meters	£88

Top Three Billing Complaints
Disputed gas or electricity usage
Billing Delays
Failure to refund/issue credit

Financial	Non-Financial	Both	No Action
1.43	1.68	35.36	0

96%
of awards with financial element

OVO Energy Limited



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
106.07	6,941

Complaints Resolved	Total Complaints Resolved*
88.45	6,559

Complaints Accepted (Top Complaint Types)	
Billing	65.09
Customer Service	12.06
Smart Meters	9.00
Other	19.93

Complaints Resolved (Top Complaint Types)	
Billing	48.57
Customer Service	11.14
Smart Meters	9.78
Other	18.96

Average Award (Top Complaint Types)	
Billing	£206
Customer Service	£116
Smart Meters	£127

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

Financial	Non-Financial	Both	No Action
0.53	2.92	69.65	0

96%
of awards with financial element

E.ON Next Energy Limited (Parent)



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
67.61	5,678

Complaints Resolved	Total Complaints Resolved*
55.37	5,533

Complaints Accepted (Top Complaint Types)	
Billing	37.20
Smart Meters	11.32
Customer Service	7.50
Other	11.59

Complaints Resolved (Top Complaint Types)	
Billing	27.50
Smart Meters	10.18
Customer Service	6.27
Other	11.41

Average Award (Top Complaint Types)	
Billing	£106
Smart Meters	£99
Customer Service	£94

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

Financial	Non-Financial	Both	No Action
0.99	1.87	42.14	0

96%
of awards with financial element

At a glance complaints data Q2, April – June 2023

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per 100,000 customer accounts

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
52.32	2,873

Complaints Resolved	Total Complaints Resolved*
47.11	2,822

Complaints Accepted (Top Complaint Types)	
Billing	26.68
Smart Meters	11.31
Customer Service	5.68
Other	8.65

Complaints Resolved (Top Complaint Types)	
Billing	21.91
Smart Meters	10.82
Customer Service	5.50
Other	8.89

Average Award (Top Complaint Types)	
Billing	£90
Smart Meters	£82
Customer Service	£88

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

Financial	Non-Financial	Both	No Action
2.71	2.2	31.41	0

94%
of awards with financial element

Scottish Power Energy Retail Ltd



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
84.34	3,640

Complaints Resolved	Total Complaints Resolved*
74.54	3,823

Complaints Accepted (Top Complaint Types)	
Billing	43.21
Customer Service	11.45
Smart Meters	10.22
Other	19.46

Complaints Resolved (Top Complaint Types)	
Billing	34.99
Smart Meters	10.40
Customer Service	10.03
Other	19.12

Average Award (Top Complaint Types)	
Billing	£121
Smart Meters	£116
Customer Service	£120

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

Financial	Non-Financial	Both	No Action
0.42	2.18	58.74	0

96%
of awards with financial element

Shell Energy Retail Limited



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
28.59	694

Complaints Resolved	Total Complaints Resolved*
28.17	730

Complaints Accepted (Top Complaint Types)	
Billing	17.67
Customer Service	3.42
Smart Meters	3.01
Other	4.49

Complaints Resolved (Top Complaint Types)	
Billing	16.52
Smart Meters	4.04
Customer Services	3.21
Other	4.40

Average Award (Top Complaint Types)	
Billing	£92
Smart Meters	£75
Customer Services	£122

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

Financial	Non-Financial	Both	No Action
0.29	1.24	20.1	0

94%
of awards with financial element

Utility Warehouse Ltd



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
76.05	1,151

Complaints Resolved	Total Complaints Resolved*
64.02	971

Complaints Accepted (Top Complaint Types)	
Billing	45.92
Smart Meters	11.69
Customer Service	6.74
Other	11.70

Complaints Resolved (Top Complaint Types)	
Billing	36.54
Smart Meters	10.17
Customer Service	6.21
Other	11.10

Average Award (Top Complaint Types)	
Billing	£97
Smart Meters	£101
Customer Service	£91

Top Three Billing Complaints
Disputed gas or electricity usage
Estimated billing/readings
Incorrect opening/closing meter readings

Financial	Non-Financial	Both	No Action
0.86	2.18	50.28	0

96%
of awards with financial element

Overall Sector



At a glance complaints data Q2, April – June 2023

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

** These are actual complaint figures*

Complaints Accepted	Total Complaints Accepted*
69.38	36,823

Complaints Resolved	Total Complaints Resolved*
67.87	36,023

Complaints Accepted (Top Complaint Types)	
Billing	38.58
Smart Meters	8.95
Customer Service	8.38
Other	13.47

Complaints Resolved (Top Complaint Types)	
Billing	36.12
Smart Meters	10.19
Customer Service	8.34
Other	13.22

Average Award (Top Complaint Types)	
Billing	£126
Smart Meters	£100
Customer Service	£101

Top Three Billing Complaints
Disputed Gas or Electricity
Disputed Account Balance
Incorrect opening/closing meter readings

Financial	Non-Financial	Both	No Action
1.25	1.97	40.19	

95%
of awards with financial element