

At a glance complaints data Q4, October - December 2022

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

* These are actual complaint figures

Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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42.49

5,374

24.69

4,514

Complaints Accepted (Top Complaint Types)

Billing

19.75



Smart Meters

6.67



Payments

5.73



Other

10.34



Complaints Resolved (Top Complaint Types)

Billing

12.91



Smart Meters

3.57



Customer Service

3.21



Other

4.99



Average Award (Top Complaint Types)

Billing

£43



Smart Meters

£32



Customer Service

£39



Top Three Billing Complaints

disputed gas or electricity usage

Disputed account balance

Clarity of Bill

£ Financial	Non-Financial	£ Both	X No Action
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0.2

0.62

16.39

0

96%

of awards with a financial element