

# 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

## OVO Energy Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
74.68	4,909	56.6	4,316

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	36.97 	Billing	31.40 	Billing	£49 	disputed gas or electricity usage
Payments	9.17 	Smart Meters	6.80 	Smart Meters	£44 	Estimated billing/readings
Smart Meters	8.26 	Customer Service	5.95 	Customer Service	£40 	Disputed account balance
Other	20.28 	Other	12.45 			

£ Financial	 Non-Financial	£  Both	X No Action
0.17	1.23	38.32	0

97%  
of awards with a financial element

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