

# 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

## Shell Energy Retail Limited




Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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39.32	995	36.91	1,135
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Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)
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Billing		Billing	
19.52		20.55	
Smart Meters		Smart Meters	
6.92		5.89	
Payments		Payments	
5.45		4.35	
Other		Other	
7.43		6.12	

Average Award (Top Complaint Types)
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Billing	
£52	
Smart Meters	
£37	
Payments	
£31	

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

£ Financial	 Non-Financial	£  Both	X No Action
0.36	1.38	22.76	0

94%  
of awards with a financial element