

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

Utility Warehouse Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
35.37	473	28.94	399

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)	
Billing	17.05	Billing	15.40
Smart Meters	5.38	Smart Meters	4.04
Other	5.16	Payments	2.09
Other	7.78	Other	7.40

Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	£38	disputed gas or electricity usage
Smart Meters	£31	Estimated billing/readings
Payments	£17	Billed to incorrect meter

£ Financial	Non-Financial	£ Both	X No Action
0.37	1.12	15.7	0

93%
of awards with a financial element