












At a glance complaints data Q2, April - June 2021

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 *
31.68	2,155	23.55	1,818

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 18.91 	Billing 12.48 	Billing £47 	disputed gas or electricity usage
Smart Meters 3.76 	Smart Meters 3.19 	Smart Meters £55 	Disputed account balance
Customer Service 2.91 	Customer Service 2.60 	Customer Service £52 	Estimated billing/readings
Other 6.10 	Other 5.28 		

£ Financial	 Non-Financial	£  Both	X No Action
0.31	0.4	12.78	0

97%
of awards with a financial element

