












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

Shell Energy Retail Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
23.25	419	25.53	511

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 14.82 	Billing 16.09 	Billing £42 	disputed gas or electricity usage Disputed account balance Estimated billing/readings
Payments 5.50 	Smart Meters 2.77 	Smart Meters £38 	
Smart Meters 7.48 	Payments 1.83 	Payments £35 	
Other -4.54 	Other 4.83 		

£ Financial	 Non-Financial	£  Both	X No Action
0.33	0.78	9.32	0

93%
of awards with a financial element