






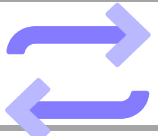





At a glance complaints data Q3, July - September 2019


Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

Shell Energy (formerly First Utility)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
31.26	467	26.64	398

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints	
Billing	13.12 	Billing	11.31 	Billing	£159 		1. Disputed gas or electricity usage
Smart Meters	2.54 	Transfers	2.08 	Transfers	£77 		2. Disputed account balance
Transfers	1.61 	Smart Meters	1.61 	Smart Meters	£65 		3. Incorrect opening/closing meter readings
Other	13.99 	Other	11.64 				

£ Financial	 Non-Financial	£  Both	X No Action
0	0.87	13.39	1.07

94%
of awards with a financial element