












At a glance complaints data Q2, April - June 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 *
16.36	186	11.44	137

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 9.41 	Billing 7.21 	Billing £25 	disputed gas or electricity usage
Other 2.02 	Customer Service 1.50 	Customer Service £38 	Disputed account balance
Payments 2.02 	Smart Meters 1.06 	Smart Meters £13 	Estimated billing/readings
Other 2.90 	Other 1.68 		

£ Financial	Non-Financial	£ Both	X No Action
0.09	0.53	3.96	0

88%
of awards with a financial element