## At a glance complaints data Q1, January - March 2020

## Utility Warehouse PLC

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

\* These are actual complaint figures

13.3113510.75109Complaints Accepted (Top Complaint Types)Complaints Resolved (Top Complaint Types)Average Award (Top Complaint Types)Top Three Billing Complaint Complaint Types)Billing2.765.22£781. disputed gas or electricitSmart MetersSmart MetersSmart Meters2. Disputed account bal (Top Complaint Service)1.281.58£482. Disputed account bal (Top Complaint Service)OtherOtherOther8.783.26			
(Top Complaint Types)(Top Complaint Types)(Top Complaint Types)Top Three Billing Complaint Types)BillingBillingBilling1. disputed gas or electricit2.765.22£781. disputed gas or electricitSmart MetersSmart MetersSmart Meters1.281.58£482. Disputed account basCustomer ServiceCustomer ServiceCustomer Service0.490.69£81OtherOtherOther			
2.765.22£781. disputed gas or electricitSmart MetersSmart MetersSmart Meters2. Disputed account base1.281.58£482. Disputed account baseCustomer ServiceCustomer ServiceCustomer Service0.490.69£813. Incorrect opening/closin readingsOtherOtherOther	Top Three Billing Complaints		
Z.705.22£78Smart MetersSmart Meters1.281.58Customer ServiceCustomer Service0.490.69OtherOther			
1.281.58£482. Disputed account batCustomer ServiceCustomer ServiceCustomer Service3. Incorrect opening/closin readings0.490.69£81readingsOtherOtherOtherOther	iy usage		
1.281.58£48Customer ServiceCustomer ServiceCustomer Service0.490.69£81OtherOther			
0.490.69£813. Incorrect opening/closing readingsOtherOther	ance		
0.49 0.69 £81 readings	a motor		
8.78 3.26			
$\pounds$ Financial $\bigwedge$ Non-Financial $\pounds$ $\bigwedge$ Both X No Action 85%			
0 0.99 5.72 1.18 of awards with a financial e	lement		

