



OVO Quarterly Performance Report
October - December 2023

This report sets out our complaints performance from October to December 2023.

Quarterly Complaints Report October to December 2023

Time Period	Complaints Received		Complaints Resolved			
	Total complaints received	Complaints per 100k customers	Total complaints resolved	Per 100k customers	By end of next working day	Within 8 weeks
October - December 2023	135,601	2,228	142,184	2,336	54.0%	83.5%
July - September 2023	124,363	2,035	109,509	1,792	78.5%	96.6%

Top 5 - October - December 2023	Total complaints received
Customer Service	33.4%
Billing & Meter reading issues - unrelated with meter type	15.5%
Payment issues	11.1%
Debt & Debt-related Disconnections - non-prepayment related	9.7%
Billing & Meter reading issues - smart meter related	9.2%

Top 5 - July - September 2023	Total complaints received
Customer Service	32.3%
Billing & Meter reading issues - unrelated with meter type	17.7%
Payment issues	12.1%
Billing & Meter reading issues - smart meter related	8.2%
Debt & Debt-related Disconnections - non-prepayment related	8.0%

Further Information

Our complaint handling statement and procedure can be found on our website ovoenergy.com/feedback or you can call us on **0330 303 5063** and ask for a free copy.

To learn more about making a complaint or to find out more about The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit legislation.gov.uk. Or you can call us on **0330 303 5063** for a free copy.

We're always looking to improve our service. If something goes wrong or a mistake is made, we'll work with our customers to fix the issue as soon as possible. For more information on these steps, please visit: ovoenergy.com/feedback.

You can phone us on **0330 303 5063** and we'll send you a free copy of this report.