



Annual Complaints Report

OVO Energy

Complaint Handling

Between 1 October 2022 and 30th September 2023:

70% of OVO Energy complaints were resolved by the end of next working day
30% (117,678) took a little longer to make sure we got things right
92% of OVO Energy Complaints were resolved within eight weeks

The top three OVO Energy complaint reasons in the last year were:

- Customer Service (38%)
- Billing & Meter Reading Issues (23.9%)
- Payment Issues (12.2%)

How can we improve?

There's always room to do more. That's why we regularly review the feedback we get from customers about how we're doing and where we can improve. Here are some of the areas we've recently heard could be improved, and what we're doing about it.

1. Customer Service

Reasons for complaints

Customer service related complaints can range across a number of issues. From wait times, to how quickly our teams are able to put things right when they go wrong. We know that we can't always stop things going wrong, but the customer's experience while we get them back on track is what counts. We've noticed that being referred between different departments has sometimes caused frustration.

What we're doing to make things better

We appreciate it's frustrating for customers when a complaint is passed to a different team. We're investing in in-depth training to help our teams deal better with the various issues customers contact us about. And we're providing extra training to help them to decide when it's best to refer more complex issues to a specialist team.

We're also looking at more ways to help our advisors get access to specialist knowledge on live calls. This helps reduce the need to pass customers around different teams to get answers. When a customer does need to be referred to another team, we're introducing a system to make sure issues are sorted within a specific timeframe.

Finally, we've introduced ways for customers to get support with a wider range of issues through our website and app. We've introduced new tech to help us spot the most common problems faced by customers. This lets us proactively identify and fix these issues quickly, without the need for customers to tell us about it first.

2. Billing and meter readings for customers on traditional meters

Reasons for complaints

Submitting regular meter readings is how we make sure you're being billed accurately for the energy you use. We recommend that if you're able to, you switch to a smart meter. These send automatic readings for you, meaning more accurate bills.

Some customers without smart meters, or those who aren't able to get one installed, have had issues relating to estimated bills. These include disputes over how much they're using, or problems with a recent supplier switch.

What we're doing to make things better

We're working hard to make the information about meter readings and energy use clearer on customers' bills.

We're giving more help to advisors to explain why bills are on hold, or how the customer's final balance has been worked out.

And we're introducing more ways to help customers without smart meters to read and submit their regular readings themselves.

3. Payment issues

Reasons for complaints

Payment-related complaints have included our Direct Debit policy, choice of alternative payment methods and ability to top up for Pay As You Go (PAYG) customers.

Many customers are also continuing to struggle with the high cost of energy.

What we're doing to make things better

We recognise that the ongoing high price of energy is making it very difficult for many people to pay part or all of their energy bills. At the start of winter 2022, we committed to a £50m support package to help as many customers as possible. This covered an assistance fund, payment holidays and discounted services. It also included specialist support for our most vulnerable customers. We also offer [help to people struggling with their bills](#).

This winter, we're continuing to support our customers with an extensive package of support worth nearly £40m. The package launched on 16 October 2023 and provides financial and practical support to eligible customers who are struggling as a result of high energy prices.

Although the cost of our standing charge increased on 1 October 2023 for customers who have a credit meter, we're not passing this permitted increase onto any of our customers. The cost of living crisis is affecting so many people, so it's important to us that we protect our customers from price increases where we can.



Our Pay As You Go customers will receive an additional discount on their gas and electricity standing charges through the Energy Price Guarantee (EPG). This means they'll most likely pay no more than pay monthly customers.

And we're working with external partners to help customers with affordability and debt management. This will help us improve how we assess what support customers need, and put together repayment plans that are more affordable and sustainable. We're also constantly reviewing our processes to improve our advisors' knowledge.

We need your help

We love hearing from our customers, whether the experience has been good or bad. Listening to our customer's feedback has helped us become the company we are today and we want to keep improving. If you want to get in touch, just drop us an email at hello@ovoenergy.com

Further information

Full details of the complaints procedure can be found on our website [here](#). If you'd like a hard copy, please call us on 0330 303 5063.

OVO's complaints procedure is governed by The Gas and Electricity Consumer Complaints Handling Standards Regulations 2008, a copy of which can be found [here](#).

