



**OVO Quarterly Performance Report**  
July - September 2025

This report sets out our complaints performance from July to September 2025.

## Quarterly Complaints Report

### July to September 2025

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
July - September 2025	90,302	1,484	87,437	1,437	65.2%	89.50%
April - June 2025	94,664	1,530	91,624	1,481	73.7%	92.9%

Top 5 July - September 2025	Total complaints received
Customer Service	33.6%
Payment issues	23.2%
Billing & Meter reading issues - smart meter related	10.7%
Debt & Debt-related Disconnections - non-prepayment related	10.1%
Billing & Meter reading issues - unrelated with meter type	6.5%

Top 5 April - June 2025	Total complaints received
Customer Service	36.7%
Payment issues	18.5%
Billing & Meter reading issues - smart meter related	11.2%
Debt & Debt-related Disconnections - non-prepayment related	9.7%
Billing & Meter reading issues - unrelated with meter type	7.7%

## Further Information

Our complaint handling statement and procedure can be found on our website [ovoenergy.com/feedback](https://www.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](https://www.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](https://www.ovoenergy.com/feedback).

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