



**OVO Quarterly Performance Report**  
July to September 2022

This report sets out our complaints performance from July to September 2022.

## Quarterly complaints report July to September 2022

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	28,927	849	26,781	786	61.24%	92.49%
April - June	23,784	821	22,048	761	63.81%	93.71%

Top 5 - Jul - Sept	Total complaints received
Customer Service	27.2%
Payment Issues	19.1%
Billing and Meter Readings - Non smart Related	16.7%
Billing and Meter Readings - Smart Related	8.98%
Debt & Debt Related Disconnections	7.1%

Top 5 - Apr - June	Total complaints received
Payment Issues	22.8%
Customer Service	21.7%
Billing and Meter Readings - Non smart Related	21.6%
Billing and Meter Readings - Smart Related	8.6%
Debt & Debt Related Disconnections	8.6%

## Further information

To learn more about making a complaint, we have a complaint handling statement and procedure which you can find on our website: [ovoenergy.com/feedback](https://ovoenergy.com/feedback) or call us on **0330 303 5063** to ask for a free copy.

To find out more about The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit [legislation.gov.uk](https://legislation.gov.uk) or call us on **0330 303 5063** to ask for a free copy.

We're always looking to improve our service, which includes acting promptly and courteously to help our customers. If something goes wrong or a mistake is made, we will work with our customers to fix this without fuss. For more information on these steps, please visit: [ovoenergy.com/feedback](https://ovoenergy.com/feedback)

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