



**OVO Quarterly Performance Report**  
July - September 2023

This report sets out our complaints performance from July to September 2023.

## Quarterly Complaints Report July to September 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
July - September 2023	124,363	2,035	109,509	1,792	78.5%	96.6%
April - June 2023	120,317	1,955	107,941	1,754	78.0%	93.8%

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%

Top 5 - April - June 2023	Total complaints received
Customer Service	41.2%
Billing & Meter reading issues - unrelated with meter type	15.3%
Payment issues	10.9%
Billing & Meter reading issues - smart meter related	7.7%
Meter installation/exchange or meter not working - smart or advanced credit meter	5.8%

## Further Information

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

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