



OVO and Boost Quarterly Performance Report
July - September 2024

This report sets out our complaints performance from July to September 2024.

Quarterly Complaints Report July to September 2024

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 2024	126,743	2,009	122,589	1,943	72.7%	92.5%
April - June 2024	135,899	2,119	144,757	2,258	64.2%	85.6%

Top 5 - July - September 2024	Total complaints received
Customer Service	36.4%
Payment issues	17.0%
Billing & Meter reading issues - smart meter related	10.1%
Debt & Debt-related disconnections - non-prepayment related	8.6%
Billing & Meter reading issues - unrelated with meter type	8.3%

Top 5 - April - June 2024	Total complaints received
Customer Service	34.9%
Payment issues	15.3%
Billing & Meter reading issues - unrelated with meter type	11.0%
Debt & Debt-related disconnections - non-prepayment related	8.6%
Billing & Meter reading issues - smart meter related	8.6%

Please note that the above figures include both our OVO and Boost brands. Given the closure of Boost in Q3 2024, we have aggregated our group level figures.

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.