

# Annual Complaints Report

## OVO

### Complaint Handling

Between 1 October 2023 and 30 September 2024:

**67%** of OVO complaints were resolved by the end of next working day

**33%** (184,568) took a little longer to make sure we got things right

**87%** of OVO Complaints were resolved within eight weeks

The top three reasons for complaints in the last year were:

- Customer Service (35%)
- Payment Issues (14%)
- Billing & Meter Reading Issues - Unrelated with Meter Type (11.6%)

### How we're improving

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 do better. 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 complaints can happen for a variety of issues, ranging from wait times to the speed and efficiency that our teams solve problems. While we can't always stop things from going wrong, what matters is the customer's experience as we help get them back on track. We've made some excellent progress in 2024, we've worked hard to make sure that, wherever possible, customers aren't transferred between departments. But we know we still have work to do to deliver even greater experiences for our customers.

### What we're doing to make things better

We know it's frustrating for customers when a complaint is passed to a different team. We always aim to solve queries at the first point of contact, but sometimes we need to transfer to specialist teams to get things back on track. We're providing extra training to help our front line teams to decide when it's best to refer more complex issues to a specialist. We're continually investing in training to help our teams deal better with the various issues customers contact us about.

We've also made more information available to our customers by providing a wider range of support through our website, app, and customer forum.

## 2. 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

Since 2022, OVO has provided £140m worth of customer support. With two-thirds of customers concerned about their bills compared to last year, financial pressures about uncertainty around bills is intensifying.

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 2023, we committed to a £40m 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](#).

Last winter, we continued our support to our customers by launching a new comprehensive Extra Support Package, totalling £50m. The package is available all year round, with increased support over winter to provide eligible customers with financial support and energy efficiency products. Over the past year, OVO has supported over 200,000 customers through the package.

The £50m package included:

- Payment holidays for all prepayment customers so that every penny put on the meter will go towards heating, not paying back debt over winter. We also kept emergency credit at the increased amount of £15.
- Free energy saving products including electric throws, mattress toppers, and home efficiency kits.
- Financial support including Direct Debit reductions, emergency credit top-ups, and extended repayment plans.
- New partnerships and increased financial relief for customers alongside help for organisations including Warm Welcome Campaign and StepChange.
- Support for those receiving pension benefit: OVO's eligibility goes above and beyond Warm Home Discount, meaning customers missing out on winter fuel payments may still be eligible for support from OVO.

We continue calling for a social tariff to protect those who cannot afford to heat their homes. The social tariff would be targeted at customers who are most financially vulnerable with the aim of preventing and reducing increasing levels of fuel poverty throughout the UK.

We are also continuing to automate payment processes to enhance both agent and customer experiences, ensuring customer payments and refunds are processed more efficiently.

### 3. Billing & Meter Reading Issues - Unrelated to Meter Type

Submitting regular meter readings is how we make sure our customers are being billed accurately for the energy they use. We recommend that all our customers have smart meters installed, if they're able to. Smart meters send automatic readings, meaning more accurate bills.

Where a customer can't have a smart meter, it's important to make sure manual meter readings are sent to us and this can be done through their online account. Where we haven't received a meter reading in a while we might send someone around to get a reading, this to make sure that bills are accurate.

#### Reasons for complaints

When customers rely on estimated bills, disputes can arise because of problems with a supplier switch, inaccuracy around billing or issues with the amount of energy used.

#### What we're doing to make things better

We're reviewing all customer accounts where installations aren't currently possible, and we're working hard to make the information about meter readings and energy use easier to understand on customers' bills. And we're working on making it clearer when the best time to give a meter reading is to make sure our customer's bills are as accurate as they can be. We're also working on how we make estimations to make sure that when we don't have a meter reading, bills are as accurate as possible.

We're giving more help to our advisors to explain why bills are on hold, or how a 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.

#### We need your help

We value hearing from our customers, whether the experience has been good or bad. Listening to your 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](mailto: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](#).