



**OVO Quarterly Performance Report**  
January - March 2025

This report sets out our complaints performance from January to March 2025.

## Quarterly Complaints Report January to March 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
January - March 2025	112,051	1,804	108,426	1,745	74.6%	93.6%
October - December 2024	113,680	1,807	110,374	1,754	73.0%	93.0%

Top 5 - January - March 2025	Total complaints received
Customer Service	37.9%
Payment issues	16.5%
Billing & Meter reading issues - smart meter related	11.3%
Debt & Debt-related Disconnections - non-prepayment related	8.0%
Billing & Meter reading issues - unrelated with meter type	7.6%

Top 5 - October - December 2024	Total complaints received
Customer Service	38.4%
Payment issues	18.0%
Billing & Meter reading issues - smart meter related	10.1%
Billing & Meter reading issues - unrelated with meter type	7.3%
Debt & Debt-related disconnections - non-prepayment related	7.0%

## 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.