

Quarterly performance

Complaints received	Received per 100k customer accounts	Complaints resolved	Resolved per 100k customer accounts	% resolved same or next working day	% resolved within 8 weeks
Q3 1718	1246	1856	1345	83%	100%

Top 5 reasons for complaints



18% Billing

We try to keep our energy bills as easy to understand as possible. We've got a great guide <http://www.ovoenergy.com/help-centre/reading-your-bill/> to show you what's what with your statements and we do our best to send your monthly statements on time. We've got lots of billing options to help you, including our Flexible Direct Debit to give you even better control of your account.



15% Direct Debit reviews

We want you to know you're paying the right amount for your energy, so we've made our Direct Debit reviews easier to understand. We do these automatically throughout the year, but you can check the amount you're paying any time - just give us a call and have your meter readings to hand.



11% Metering

Meters are complex things and sometimes go wrong - readings might be wrong and need changing, they can be faulty or the information we've got about your meter might be out of date. So we're improving our team's training to make sure you get the right advice at the right time and to give you more regular updates.



9% Refunds

We've already cut the time it takes for a refund to reach you to 5-6 working days and we're trying to make sure that when you have a credit on your Ovo account, it's quick and easy for you to get the money back in your bank account. We're looking at making this happen automatically - and we still pay 3% Ovo Interest Reward on all credit balances.



9% Readings

We've always done things a little differently here at Ovo, including sending you monthly statements. If we don't have actual readings from you we use estimates to work these out. These can sometimes be too high or too low, so we've made it even easier for you to make sure they're right by giving us up-to-date readings, with your My Ovo account and our app.