

At a glance complaints data Q1, Jan-Mar 2015

Co-operative Energy Limited

Figures shown are number of complaints per 100,000 customers

*These are actual complaint figures



Complaints accepted (By complaint type)

Billing 
16.79

Transfer 
2.13

Sales 
0.71

Other 
0.00

Complaints resolved (By complaint type)


Billing 
16.79

Transfer 
1.66

Sales 
0.71

Other 
0.00

Top three billing complaints

- 1. Inaccurate invoices** 
- 2. Disputed charges** 
- 3. Refund of overpayments** 