



ccw

The voice for water consumers
Y corff sy'n rhoi llais i ddefnyddwyr dŵr

The voice for water consumers

We're here to help you

ccwater.org.uk

Complaints to CCW

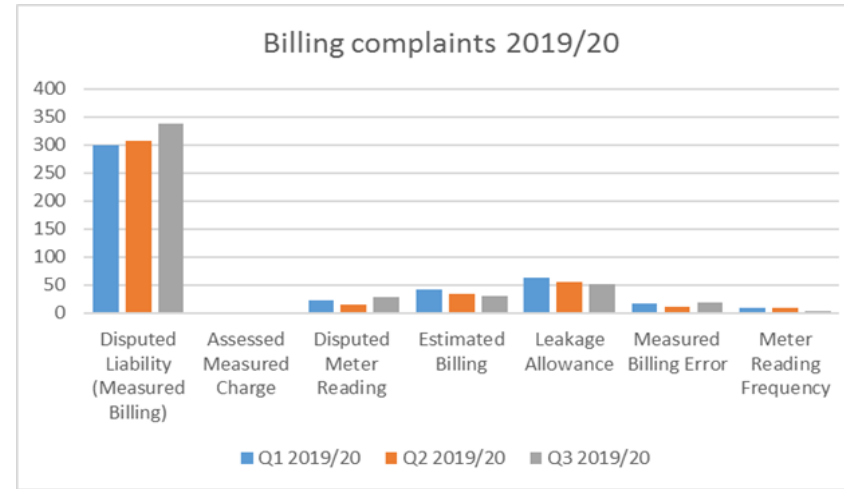
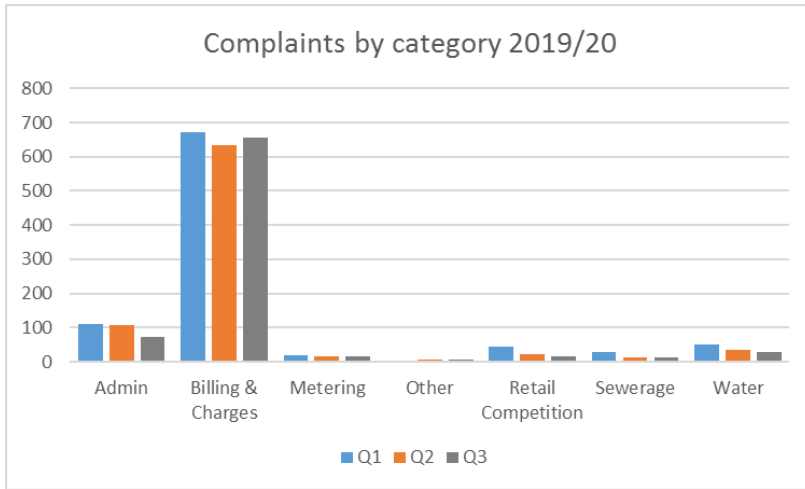


Adam Boyns
25 March 2020

Key Points

- Total complaints to CCW have decreased throughout this financial year. For Q3, the total was 812, in comparison to 1,037 in Q3 2018/19
- Despite this position, complaint levels are still 4 times as high as pre-market levels
- Billing & Charges continue to remain a significant issue. We have seen nearly a four fold increase in this category since market opening
- Within the above category, disputed liability, leak allowances, debt recovery, & estimated billing are key themes.

Complaints to CCW 2019/20



15% decrease in total complaints since Q2

22% decrease on corresponding quarter 2018/19

Summary of Key Complaint Areas

- Poor consumption data in the market is a key driver of complaints to us. This is largely represented in the Billing & Charges category
- Retailers failing to get the 'basics' right. Poor account management & complaint handling are still key concerns
- Poor relationships between wholesalers & retailers. Where trading parties fail to work closely together, customer issues can remain unresolved.

Performance Q2 2019/20

