

Energy Supply Ombudsman

Operations Report - Processing & Stock Levels

Month	Apr	May	Jun	Running Total YTD
Total Calls	1500	1692	1623	11568
Non Member Calls	31	33	24	280
Abandoned Calls	51	77	98	412
Total Written	682	996	922	6559
Forms Issued	137	205	206	884
Forms Returned	102	148	161	630
PICC Cases	6	16	8	43
PCs Issued	44	94	105	351
FDs Issued	27	72	65	228
Closed Cases	21	47	64	172
Number of Awards	27	59	58	194
Avg Value of Awards	£70.19	£71.28	£84.49	£94.83

Complaints and Cases

