

# At a glance complaints data Q2, April - June 2019





Figures shown are number of complaints per 100,000 customer accounts

\* These are actual complaint figures





## EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
13.55	663	11.3	553

### Complaints Accepted (Top Complaint Types)

Billing	7.03	
Smart Meters	1.25	
Customer Service	0.8	
Other	4.47	

### Complaints Resolved (Top Complaint Types)

Billing	5.81	
Smart Meters	1.04	
Customer Service	0.65	
Other	3.8	

### Average Award (Top Complaint Types)

Billing	£53	
Smart Meters	£37	
Customer Service	£36	

### Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Disputed responsibility for bill or part of the bill

£ Financial	 Non-Financial	£  Both	X No Action
0.47	1.53	5.44	2.74

**79%**  
of awards with a financial element