

At a glance complaints data Q2, April - June 2020

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

* These are actual complaint figures

E.On

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
16.16	930	16.16	930

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 0.96	Billing 8.86	Billing £113	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Transfers 0.12	Smart Meters 0.99	Smart Meters £78	
Customer Service 0.09	Payments 0.94	Payments £53	
Other 14.99	Other 5.37		

£ Financial	Non-Financial	£ Both	X No Action
0.09	0.61	8.79	0.87

94%
of awards with a financial element