












At a glance complaints data Q1, January - March 2022

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

* These are actual complaint figures

E.ON UK

| Complaints Accepted | Total Complaints Accepted * | Complaints Resolved | Total Complaints Resolved * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 14.59 | 1,240 | 13.79 | 1,425 |

| Complaints Accepted (Top Complaint Types) | Complaints Resolved (Top Complaint Types) | Average Award (Top Complaint Types) | Top Three Billing Complaints |
|--|---|---|-----------------------------------|
| Billing 9.18  | Billing 8.47  | Billing £108  | disputed gas or electricity usage |
| Payments 1.69  | Payments 1.69  | Payments £69  | Disputed account balance |
| Customer Service 1.34  | Customer Service 1.27  | Customer Service £82  | Billed to incorrect meter |
| Other 2.37  | Other 2.35  | | |

| £ Financial |  Non-Financial | £  Both | X No Action |
|-------------|---|--|-------------|
| 0.19 | 0.61 | 10.05 | 0 |

94%
of awards with a financial element