


At a glance complaints data Q3, July - September 2020

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

* These are actual complaint figures

npower Ltd (residential)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
25.52	693	24.78	673

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 8.76	Billing 12.89	Billing £86	1. disputed gas or electricity usage 2. Disputed account balance 3. Estimated billing/readings
Payments 1.69	Payments 2.1	Payments £60	
Customer Service 1.07	Customer Service 1.51	Customer Service £76	
Other 14	Other 8.28		

£ Financial	 Non-Financial	£  Both	X No Action
0.37	1.14	15.98	2.17

93%
of awards with a financial element