












At a glance complaints data Q4, October - December 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 *
42.63	538	44.14	679

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 25.68 	Billing 26.39 	Billing £60 	disputed gas or electricity usage
Payments 5.23 	Payments 5.31 	Payments £39 	Disputed account balance
Customer Service 4.44 	Customer Service 3.49 	Customer Service £57 	Disputed responsibility for bill or part of the bill
Other 7.29 	Other 8.95 		

£ Financial	 Non-Financial	£  Both	X No Action
0.08	11.02	29.24	0

73%
of awards with a financial element